

TRANSPORT COMMITTEE

**MEETING TO BE HELD AT 10.00 AM ON FRIDAY, 10 MARCH 2023
IN COMMITTEE ROOM 1, WELLINGTON HOUSE, 40-50 WELLINGTON
STREET, LEEDS**

A G E N D A

Please note that this meeting will be filmed for live or subsequent broadcast via the Combined Authority's internet site. At the start of the meeting the Chair will confirm if all or part of the meeting is being filmed.

Generally, the public seating areas will not be filmed; however, by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting. If you have any queries regarding this, please contact Governance Services on 0113 251 7220.

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS**
- 3. EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC**
- 4. MINUTES OF THE MEETING OF THE TRANSPORT COMMITTEE HELD ON 10 FEBRUARY 2023**
(Pages 1 - 8)
- 5. BUS SERVICE IMPROVEMENT PLAN UPDATE**
(Pages 9 - 26)
- 6. PASSENGER EXPERIENCE UPDATE**
(Pages 27 - 58)
- 7. PROJECT APPROVALS**
(Pages 59 - 84)

Signed:

A handwritten signature in black ink, appearing to be 'R. M. M.', with a long horizontal line extending to the right from the end of the signature.

**Chief Executive
West Yorkshire Combined Authority**



**MINUTES OF THE MEETING OF THE
TRANSPORT COMMITTEE
HELD ON FRIDAY, 10 FEBRUARY 2023 AT COMMITTEE ROOM 1,
WELLINGTON HOUSE, 40-50 WELLINGTON STREET, LEEDS**

Present:

Councillor Susan Hinchcliffe (Chair)	Bradford Council
Councillor Peter Carlill (Deputy Chair)	Leeds City Council
Councillor Manisha Roma Kaushik (Deputy Chair)	Kirklees Council
Councillor Peter Clarke	Bradford Council
Councillor Alex Ross-Shaw	Bradford Council
Councillor Taj Salam (Transport Engagement Lead)	Bradford Council
Councillor Peter Caffrey	Calderdale Council
Councillor Colin Hutchinson (Transport Engagement Lead)	Calderdale Council
Councillor Jane Scullion	Calderdale Council
Councillor Martyn Bolt	Kirklees Council
Councillor Eric Firth	Kirklees Council
Councillor Matthew McLoughlin	Kirklees Council
Councillor Neil Buckley	Leeds City Council
Councillor Melanie Jones	Wakefield Council
Councillor Annie Maloney	Leeds City Council
Councillor Kevin Swift (Transport Engagement Lead)	Wakefield Council
Councillor Eleanor Thomson	Leeds City Council
Councillor Izaak Wilson (Transport Engagement Lead)	Leeds City Council

In attendance:

Dave Pearson	West Yorkshire Combined Authority
Dave Haskins	West Yorkshire Combined Authority
Rachel Jones	West Yorkshire Combined Authority
Emma Longbottom	West Yorkshire Combined Authority

48. Apologies for absence

Apologies for absence were received from Amir Hussain, Cllr Buckley, Cllr Butt, Cllr D'Agorne, Cllr Hayden, and Cllr Khan,

49. Declarations of disclosable pecuniary interests

There were no declarations of disclosable pecuniary interests.

50. Exempt information - possible exclusion of the press and public

There were no items that required the exclusion of the press and public.

51. Minutes of the meeting of the Transport Committee held on 14 December 2022

Members requested an update regarding if the Chair had received a response from the secretary of state regarding staffing levels in train stations, as was requested at the previous meeting. The Chair confirmed no response has yet been received, and the matter will be followed further.

Resolved: That the minutes of the meeting of the Transport Committee held on 14 December 2022 be approved and signed by the Chair.

52. Bus Service Funding and Network Plan Development Update

Members received a report providing an update on current issues affecting bus services in West Yorkshire and the actions to be taken to mitigate these risks and issues in 2023/24.

Officers noted that as of the present meeting, the government bus recovery grant funding is due to end on 31 March 2023 with no further arrangements announced. Bus operators are required to register any changes to services by Friday 17 February, and have identified cuts to services which are outlined in the report, though are still only the expected outcomes until the changes are confirmed. Discussions are being held between the Combined Authority and bus operators to assess the impact and address future concerns, and the Mayor alongside the other Northern Mayors continue to urge the government for longer term sustainable funding. Members requested to see the full list of affected routes once it has been finalised.

The Combined Authority's budget is challenged by inflation, requiring rearranging some funding to cover shortages. The transport levy has been frozen for local authorities, however the costs for operators have risen since previous contracts were agreed, and so potential contract renewals are much more expensive. The Combined Authority is seeking value for money and services which deliver for communities, and so it may be necessary to investigate potential funding options and to review the terms of future arrangements. A potential option is to utilise some of the BSIP funding allocation to stabilise the network, with longer-term arrangements to be agreed with members and partners.

Members raised concerns about the withdrawal of services, as well as the lack of clear planning from the government which has left bus operators in a difficult position. The reduction in services is contrary to the ambitions of the region, and members noted that reliable transport is essential to maintain a strong local economy. Officers noted that it is likely that the government will make any announcements in the context of the Spring budget. The

conversations will happen in March however the issue of bus funding requires sooner resolution. The Combined Authority and bus operators are working on the assumption of no further funding. Members raised concerns that even if government funding is announced before the cut-off date there will be little time for operators to plan accordingly.

Members noted that the Mayor's Fares scheme has catalysed an increase in passengers over the last quarter, and that among some demographic there are more day passes being sold than before the pandemic. Cuts will have an impact on communities and also on workers whose jobs may be at risk. Members noted that the services that are cut are likely to affect more isolated communities hardest, and many jobs are 24/7 including healthcare. It is important for operators to have stability so they can attract new drivers, otherwise there is a risk that the service quality will suffer. Members noted that bus networks in other cities have been able to recover their patronage to pre-pandemic levels and even higher in some cases, and so it is clear it is possible with the correct funding and approach.

Members queried if there are any smaller operators seeking to enter the supply chain and fill some of the gaps in service. Officers noted there are fewer in the market due to the lower confidence in the market. Smaller operators are more susceptible to changes in the price of fuel and other price rises. The lower availability of drivers and staff means recruitment is more difficult and so illnesses have a larger impact on service provision. The market used to be attractive to smaller operators as the contract provided stability and flexibility which is now no longer the case. The Combined Authority has adapted its tenders to be more attractive for smaller operators however these have failed to attract appropriate bids.

Members noted that bus operators run fewer buses than they previously would have, which means less cover when vehicles break down. It is more viable to sell a vehicle for a discontinued route, which in turn makes it even more difficult to re-introduce new services quickly. Smaller operators cannot afford to compete with larger operators, and private companies are still aiming for profit more than reliable service.

Resolved:

That the actions being taken to manage bus service costs in 2023/24 be noted.

That the general approach to the deployment of funds set aside in the Bus Service Improvement Plan award for bus network development be endorsed, and that a Strategic Outline Case be presented to the Committee seeking approval to spend.

53. The Bus Service Improvement Plan (BSIP) and the Mayor's Big Bus Chat update

Members received a report providing an update on the outcome of the first three months of the Mayor's Fares initiative and the next steps for development and delivery of the Bus Service Improvement Plan (BSIP). The

report also sets out the high-level findings of the Mayor's Big Bus Chat public engagement to inform ongoing delivery of the BSIP.

Officers noted that initial data interpretations have been made using the first three months of data from the Mayor's Fares scheme. The data suggests growth in patronage in the final quarter of 2022 and a saving of approximately £3.6 million for bus passengers in that time. Changes to commuting patterns have also been identified, and fewer season tickets are being sold for daily travel.

The Mayor's Big Bus Chat public engagement was carried out between July and September 2022. Details are currently being finalised and will be published on the Combined Authority website within the coming weeks. Headline results validate the current direction of the Bus Service Improvement Plan. Key themes suggest communities want to protect their existing services, and support bus priority.

Members queried if the customer charter being created in conjunction with operators will have measurable outcomes, officers offered to follow the issue in more detail at the next meeting. Most of the criteria to be monitored are in line with BSIP, such as reliability and punctuality.

Members questioned how the passenger experience at bus stops can be improved, particularly regarding accessibility, the ongoing issue of ghost buses and the lack of clear information about how to submit complaints. Officers responded that many issues around bus stops are local to the immediate area and so can be addressed at the local level. Regarding ghost buses there are ongoing conversations with operators to ensure that the data used by real time information systems is as accurate as possible. Lots of resources have been and are being utilised to address this issue but there may still be imperfections along the way. A workshop on the ghost bus issue will be organised so it may be discussed in greater detail. Regarding the visibility of complaints information there is a need to balance operator accountability without putting passengers off from using buses in the future.

Members raised concerns that the bus network will never return to sustainable levels, owing to continued reductions in services and lower passenger numbers. Members noted that the issue is not exclusive to West Yorkshire, and longer-term planning can only be accomplished with more sustainability from the government.

Members raised concerns about the lack of integration for journeys, such as Leeds bus station having no car drop-off location and the banning of e-scooters from buses.

There are further issues about the lack of mobile connectivity in rural areas which also have fewer real-time information systems at bus stops. Members noted that there is much work being undertaken to reduce car traffic into the centre and to improve the reliability of buses in general. E-scooters are currently not road legal and so there is a grey area about allowing them on buses until further guidance is released. Officers noted that the Transforming Cities Fund should introduce more information screens in rural areas.

Resolved: That the early findings from the Mayor’s Big Bus Chat survey and the progress being made on delivery of the Bus Service Improvement Plan be noted.

54. West Yorkshire Local Transport Plan Update

Members received a report outlining the strategic approach and key messages for the development of the new Mayor’s West Yorkshire Local Transport Plan, and to provide an update on the Department for Transport’s consultation on Local Transport Plan (LTP) guidance.

Officers noted the Local Transport Plan is required to be updated every five years. The plan sets out how the Combined Authority will meet its objectives, how schemes are prioritised, and funds are allocated. The Department for Transport issues guidance for LTPs, however the most recent expected guidance has not yet been published, which has resulted in some ambiguity regarding the need to ensure compliance around public consultation. The delay will cause further issues with the Plan publication deadline of early 2024 since public consultation is required, however progress will continue as appropriate.

There is further work ongoing regarding mass transit, which is a key area to improve productivity for the region and further develop active travel and bus priority. Equality remains at the forefront of the Local Transport Plan, and will empower local communities. A large data collection/survey exercise will be undertaken during March and April 2023 and further updates provided to members.

Members noted that the delays and uncertainty from the central government is hindering the region and causing confusion among their constituents. Officers noted that work is progressing as much as possible and updates will be regularly presented to members.

Resolved:

That the delay to the DfT’s consultation on new guidance for Local Transport Plans and the implications that this has on delivering an updated West Yorkshire LTP by early 2024 be noted.

The development of a new Mayor’s West Yorkshire Local Transport Plan based on the emerging overarching narrative, vision and ambitions presented within this report be approved.

The development of a new Mayor’s West Yorkshire Local Transport Plan in line with the West Yorkshire Climate and Environment Plan target of net zero by 2038 be approved.

55. West Yorkshire Plan

Members received a report to provide an overview of progress on the development of a West Yorkshire Plan and its fit with the wider policy framework of the Combined Authority.

Officers noted the West Yorkshire plan has been drafted in conjunction with local authority colleagues and partners. The plan will provide a narrative framework of the West Yorkshire region, detailing the key aims and the trajectory of the region leading up to 2040, and provide clarity for stakeholders and external organisations. The West Yorkshire plan has been presented to all of the Combined Authority thematic committees for their feedback, and will be approved for publication at the Combined Authority meeting on 16 March 2023. Officers welcomed any feedback from the Transport Committee members, and noted that the final draft will be circulated to all committee members before the Combined Authority meeting.

Resolved: That the draft of the vision and narrative of the plan be considered, and the proposed next steps be agreed, with a particular focus on content, language used, and anything missing or which needs to be removed.

56. Transport Policy Update

Members received a report providing a quarterly update on relevant transport policy developments.

Officers noted the Transport for the North Board met in December 2022 and will next meet on 23 March 2023. The outcomes of the meeting have been included for reference and any feedback is welcomed.

The Transpennine Route Upgrade continues and will bring benefits across West Yorkshire. A briefing was held with members on 3 February 2023 to provide a progress update. Work will take place at Morley station between 4 and 12 February which will disrupt services between Leeds and Huddersfield. More works will be undertaken at Stalybridge station on the three consecutive weekends beginning on 18/19 February 2023.

A draft of the West Yorkshire Rail Strategy has been shared with members. Public consultation will be conducted later in the year.

The Combined Authority has been provisionally successful with the Levelling Up Fund bid, with the total package of £47.25 million. The Government expects all funding to be allocated by 31 March 2025. Multiple schemes will be delivered including two bus priority corridor schemes, along with a variety of further improvements to bus infrastructure. The funding will be delivered alongside existing City Region Sustainable Transport Settlement and Transforming Cities Fund programmes.

Members queried if modifications at bus stops are included in the scope of improvements, officers responded that they can be, however with funding available for 500 of the over 14,000 stops across West Yorkshire, there

would need to be some criteria set to determine which improvements can be made.

Members questioned how they might engage with the process and who determines which schemes are included, officers answered that confirmation is being awaited from the Department for Transport, however it is hoped the decisions can be made locally where ward members can be involved.

Members noted that there is some disparity between the locations of potential schemes, the Chair noted that many schemes had been unsuccessful and the outcome does not meet the expectations or needs of the region, but work will continue across West Yorkshire with the available funding and members will be involved in the relevant discussions.

Resolved: That the updates provided in the report be noted.

57. Active Travel Fund 4 - Bid Composition

Members received a report providing an overview of Active Travel Fund 4 and the proposed approach to the submission of a West Yorkshire bid for funding. The report also requests approval for delegated authority for approval of the final bid document to the West Yorkshire Combined Authority Chief Executive, in consultation with the Chair and Vice Chair of the Transport Committee.

Officers noted that the Combined Authority was invited to submit a bid on 10 January 2023, with a deadline of 24 February 2023. A longlist of potential bids has been put together with oversight from Active Travel England, with the bids assessed on a number of criteria including value for money, quality, and deliverability among others. The indicative allocation for West Yorkshire is between £11 million and £13 million, however the Combined Authority has been encouraged to bid for up to three times this figure due to its status as an active travel Tier 3 authority. Any approved schemes should be in construction by March 2024, and schemes have been identified in partnership with each local authority.

Members noted there had been a detailed conversation on this topic recently and there is broad agreement on the positive outcomes on offer. Members requested that transport portfolio holders are kept informed and can review the final list of schemes prior to submission.

Resolved:

That approval be given to the Combined Authority submitting a bid for Active Travel Fund 4, as set out in the approach outlined in this report.

That final approval of the bid to submit to ATF4 on behalf of the Combined Authority be delegated to the Chief Executive, in consultation with the Chair and Vice Chair.

This page is intentionally left blank



Report to: Transport Committee

Date: 10 March 2023

Subject: **Bus Service Improvement Plan Update – Passenger Charter**

Director: Dave Pearson, Director Transport Operations and Passenger Experience

Author: Mick Bunting Head of Passenger Experience

Is this a key decision?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for call-in by Scrutiny?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the report contain confidential or exempt information or appendices?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If relevant, state paragraph number of Schedule 12A, Local Government Act 1972, Part 1:	
Are there implications for equality and diversity?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1. Purpose of this Report

- 1.1 The purpose of this report is to seek approval of the Passenger Charter for bus services required as part of the Bus Services Improvement Plan, and to provide an update on bus infrastructure funding relating to the recently successful Levelling up Fund bid.

2. Information

Background

- 2.1 The Combined Authority developed its Bus Service Improvement Plan (BSIP) in 2022, in response to the Government's National Bus Strategy for England.
- 2.2 The BSIP set out a plan of interventions at each stage of the passenger journey and across five key delivery areas, which work towards:
- **An enhanced, fully inclusive and more cohesive bus network** – which takes people where they need to go, when they need to go.
 - **Clear and simple fares** – to make paying for bus travel more affordable, easier, convenient and flexible.
 - **Improved, more inclusive Passenger service and support** – so passengers have the tools to travel with confidence and help they need if their journey does not go to plan.

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

2.3 Following publication of the BSIP, the Combined Authority conducted the Mayor’s Big Bus Chat between July and September 2022 to engage the public on the content of the BSIP, as well as their current attitudes towards bus travel more generally. The findings of this public engagement were reported to the February meeting of the Committee and the full reports are now available online.

2.4 The Mayor’s Big Bus Chat identified that passengers are seeking consistent standards of passenger services across the bus network. The provision of a Passenger Charter is a requirement of BSIP funding and work has been underway through the Bus Alliance to develop the charter.

Passenger Charter

2.5 The text for the Passenger Charter as set out in **Appendix 1** has been developed and endorsed by the Bus Alliance Board chaired by Cllr Carlill and is presented to the Committee for approval. The Charter sets out:

- What the Passenger can expect from bus services in terms of on buses, at bus stops and stations, reliability of service and passenger information
- How the bus service will support equality, diversity and inclusion
- What the service operator will guarantee
- How to make comments and complaints

Next steps

2.6 A designed-up version of the document in Appendix 1 is being developed for inclusion on the Combined Authority and bus company websites. ‘How to complain’ advice will be incorporated into bus stops.

2.7 Service delivery will be monitored against the Charter and the Transport Committee will be periodically advised of performance in the regular Passenger Experience report.

2.8 Funding for delivery of bus service improvement and infrastructure schemes is likely to come from a variety of sources and funding programmes. At the last meeting of the Transport Committee on 10th February, it was reported that the Combined Authority had been successful in securing around £46m of funding from Levelling up Fund 2 (LUF2). This funding will deliver a range of interventions across West Yorkshire that will contribute to the delivery of BSIP, and further information can be found in **Appendix 2**.

2.9 Appendix 2 also sets out relevant infrastructure that will be delivered through the City Region Sustainable Transport Fund (CRSTS). However, it should be noted that other funding programmes, such as Transforming Cities Fund

(TCF) and the West Yorkshire Transport Fund (WYTF), will also deliver relevant initiatives that contribute to the BSIP, and a piece of work to undertake wider analysis of all funding programmes will be presented to a future meeting.

3. Tackling the Climate Emergency Implications

- 3.1 There are no climate emergency implications directly arising from this report. Increasing bus use will promote more sustainable travel

4. Inclusive Growth Implications

- 4.1 The delivery of the Bus Service Improvement Plan will contribute to the Combined Authority's inclusive growth objectives.

5. Equality and Diversity Implications

- 5.1 A key aim of the BSIP is to enable an inclusive bus service, which meets the needs of different communities across West Yorkshire.

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 This report reflects the outcomes of engagement with the public on the BSIP and bus travel more generally.

10. Recommendations

- 10.1 That the Transport Committee approves the adoption of the West Yorkshire Bus Passenger Charter

11. Background Documents

There are no background documents referenced in this report.

12. Appendices

Appendix 1 – Passenger Charter

Appendix 2 – Combined Authority Levelling-up Fund summary

This page is intentionally left blank

West Yorkshire Bus Passenger Charter: A pledge to provide the best possible bus services in West Yorkshire

This charter sets out what you (our Passenger) can expect when using local bus services that operate across West Yorkshire. You deserve a high-quality, safe and enjoyable experience no matter the bus service you are on. We (the bus operators & Combined Authority of West Yorkshire's Enhanced Partnership) pledge to meet the commitments set out in this Charter to the best of our ability. A full list of participating bus operators is provided at the end of this Charter.

The Charter also covers elements of service provision that are the responsibility of West Yorkshire Combined Authority (WYCA), the local transport authority. WYCA works to co-ordinate and improve public transport and financially supports some of the bus services operating in West Yorkshire. This charter can be made available in other formats, if you would like this information in another format or language please contact: wymetro.com/contact-us/

What you need to know about the West Yorkshire Bus Network

West Yorkshire's bus network is brought to you by [Metro](#) - the transport network of the West Yorkshire Combined Authority - in partnership with local operators.

The West Yorkshire Core Bus Network is made up of routes where services run every 15 minutes or better – 65% of homes in the region are currently within 400m of a bus stop on this high frequency network. The Connecting and Community Networks are areas where services run less frequently but you can still expect them to follow regular patterns and be reliable. We are also working together to improve the punctuality, reliability and journey times across all services.

We are committed to decarbonising our bus network and ensuring it's a sustainable choice for your travel needs. The bus network is part of a wider sustainable transport offer across West Yorkshire.

Our pledge to you

What you can expect from bus services in West Yorkshire:

Services and information

- Simple, convenient and reliable travel by bus. You are our number one priority, and we will do all we can to ensure you are satisfied with your experience of bus travel.
- A network of regular bus services designed to be sustainable and connect you to places around West Yorkshire
- A range of value for money tickets offered by individual operators and through MCard (valid on any bus in West Yorkshire), with a choice of payment methods including mobile, contactless & cash – and if you ask, we promise to advise you on the best value fare for your journey
- We will provide fare information at m-card.co.uk or from each bus operator
- Bus service information available at wymetro.com or from each bus operator
- A place to wait for the bus that is in a suitable location with shelter at many stops. *Got an issue with a bus stop or shelter? You can let the authority know by visiting wymetro.com/contact-us/*
- Up-to-date information at every bus stop – Real Time information will be displayed at many stops and they should have a bus stop timetable and/or QR code pointing to the stops 'yournextbus' web link on the wymetro.com website. Live information is available on mobile devices even when there is no QR code.

Reliability

- A reliable and punctual bus service - buses should run no more than one minute early or five minutes late
- Real Time Information will be displayed at many stops and is available for all stops on bus operators' travel apps or the moovitapp.com journey planner including live vehicle tracking and vehicle occupancy.
- In exceptional circumstances when buses can't operate as advertised, we will keep you informed and let you know about planned changes ahead of time. We will post disruption information at www.wymetro.com and on @MetroTravelNews

On the Bus And In Bus Stations

- CCTV on most buses and in all of our manned bus stations for your safety and security
- Provide at least one designated priority wheelchair space on each bus
- Offer clean, safe, fully accessible and welcoming bus services and bus stations
- Smart, friendly and helpful staff
- A pleasant and comfortable bus journey experience

Supporting Equality, Diversity and Inclusion

Bus travel should be for everyone. We aim to meet people's different needs and ensure the network takes people where they need to go when they need to go. Here are our key commitments to ensure an inclusive offer for everyone:

- Our staff will provide accessibility support at every stage of your journey
- Everyone is welcome on board our buses. We will not tolerate discrimination, harassment or anti-social behaviour. We encourage Safety Feedback via contact us at metro.com or via the MCard mobile App

Our Passenger Guarantees

- **Journey satisfaction guarantee** - If you are not happy with your bus journey, you can claim a free travel voucher directly from the bus operators listed at this web address: [Voucher claims and taxi refunds for bus journeys in West Yorkshire. | Metro \(wymetro.com\)](#)
- **Last journey promise** – If your last bus doesn't arrive within 20 minutes of the scheduled time, you can call a taxi, save the receipt and claim the cost back from either First, Arriva or Transdev.
- **Day Saver** - You need never pay more for a day's bus travel anywhere in West Yorkshire than our MCard Day Saver fare
- **Young Person's Fare Deal** – All under 19's are entitled to discounted "My" MCard tickets for use on all buses across West Yorkshire as we want to instil bus travel as a good habit for life and ensure young people have access to opportunities across the region

Complaints and comments

- You can make a complaint or send us suggestions and comments about bus services and ways that they can be improved by contacting your operator (contact details can be found on pages 3 and 4)
- Operators will aim to resolve Passenger complaints directly but if you're not happy with their final response, you can contact Bus Users UK who will try to help you get a satisfactory outcome. You can contact them at bususers.org.
OR
- You can make your complaint to the Combined Authority using the online [Complaints Policy](#) with [online portal](#)
- If your journey has not met your expectations, please let the operator know – they actively welcome comments and suggestions, as well as complaints.

- We will always fully investigate your complaint and provide an acknowledgement within 3 working days. If required, we will provide a follow-up response normally within 15 working days (for some complaints relating to bus stop/shelters our response time is normally within 28 days).

The small print

This Charter does not affect your statutory rights. Passengers are carried by each bus operator in accordance with its own conditions of carriage, available from the operators' websites. Details listed at the end of this Charter.

Keeping you informed

This Charter will be reviewed annually on the anniversary date at the top of this document. Any queries with regard to this Charter can be made to wymetro.com/contact-us/. Key Performance Indicators of the West Yorkshire Enhanced Partnership will be published every six months at westyorks-ca.gov.uk

This page is intentionally left blank



Levelling Up Fund – Combined Authority bid

Briefing note

February 2023

Background: Levelling Up Fund (LUF) Overview

- Levelling Up is a crucial element of government's agenda to build back better as set out in [the White Paper](#) published in February 2022
- Levelling Up looks to address regional disparities in the UK
- There are three LUF investment themes:
 1. Town centre and high street regeneration
 2. Expanding cultural and heritage assets
 3. Transport investment for projects that make a genuine difference to local areas
- There have been two rounds of LUF funding. Round 1 was announced in 2021 and has now been allocated to authorities with schemes in delivery (with four successful schemes in West Yorkshire – full list is [here](#)). A Combined Authority bid to round 1 was unsuccessful. The Round 2 Prospectus launched is published [here](#)
- Both the Combined Authority and West Yorkshire partner councils were eligible to submit bids to LUF round 2 depending on their overall bid allowance. The guidance specified that any successful bids a place had in the first round was subtracted from their bid allowance in the second round. The Combined Authority was eligible in round 2 to submit submit one transport-only bid which had to be at least 90% transport (by value).
- A large transport bid proposal was developed formed of a package of two corridor schemes supporting bus journeys and a bus journeys improvement package, safety, accessibility and environmental improvements at bus stations, bus stops and locations of delay for buses (“bus hotspots”).
- In June 2022 the Combined Authority granted authority to the Managing Director to finalise and submit the bid, in consultation with the Mayor and partner authority Leaders. A briefing note with further details on the schemes was provided following the meeting. The bid was submitted by a revised deadline of 2nd August 2022.
- The total package cost was £47.25 million. This was proposed to be funded through the bid for **£41.25 million LUF funding**, with a local contribution of £4 million gainshare and £2 million from the West Yorkshire-plus Transport Fund.
- An announcement was made on 19th January 2023 (originally expected in “autumn 2022”) including that the Combined Authority’s bid had been provisionally successful, subject to further business case approval.

Package detail

There are three schemes within the proposed West Yorkshire LUF package:

1. **West Yorkshire bus journey improvement scheme** – improving the efficiency, safety, and accessibility of our core bus network and other routes and enabling safer and more accessible end to end journeys.

This will deliver safety and accessibility improvements for passengers from the beginning to the end of their journeys to and from jobs, training and other services, by upgrading our bus stations and bus stops on key routes and reducing barriers to accessing the bus network. The package will also deliver environmental improvements to bus stations and stops such as solar panels and green roofs.

Passenger journeys by bus will be further improved by tackling key points of delay to services along these key routes, reducing journey times and improving bus service punctuality and reliability where bus operators have identified most significant problems.

More details on proposed measures included in this package are shown in Table 1 at the end of this note. Funding allocations for the measures included in this scheme are also included in the current approved CRSTS programme.

Total scheme cost: £17.4 million, made up of:

- Bus Hotspots: £3.5 million
 - Bus station improvements £6 million
 - Bus stop improvements (including accessibility improvements) £7.9 million
2. **Targeted journey improvements on 2 key corridors in the region.** These corridors support communities which are within areas of deprivation, have high levels of unemployment and poor access to private vehicles. The improvements focus on reducing bus journey times into two of our urban centres, alongside safer walking and cycling routes, congestion reduction measures to complement the improvements to bus stops and stations delivered through the bus journey improvement programme scheme.

A. A629 North in Halifax (Orange Street roundabout to Ogden)

The scheme includes:

- provision of traffic light priority for buses at key junctions on the route;
- improvements to subways and paths at Orange Street roundabout including better lighting and new CCTV;
- changes to the road layout at Wrigley Hill to make the junction safer and reduce congestion;

- improved pedestrian footways and new crossing at the Keighley Road and Nursey Lane junction and on Ovenden Road south of Athol Gardens;
- a new pedestrian crossing facility on Keighley Road in the vicinity of Illingworth Sports & Social Club and Crossley Juniors AFC; and
- Introduction of traffic calming and improvements to the highway environment to provide a quiet cycling and walking route between Ovenden and Halifax via Old Lane;
- Provision of an alternative new off-road cycle path between Broad Tree Road and Lee Bank via Rawsons Mill (subject to feasibility and land ownership).

Consultation on the scheme was carried out in summer 2021, and the scheme gained approval to proceed through decision point 3 (outline business case) and work commence on decision point 4 (full business case) from Combined Authority in February 2022.

More information is available on the Calderdale webpage here: [A629 Orange Street roundabout to Ogden | Calderdale Next Chapter](#)

Total scheme cost : £7.93 million (including £6.82 million from LUF)

B. A639 Park Road in Pontefract

The scheme includes:

- bus priority improvement through traffic signal upgrades at the Park Lane junction;
- quiet cycle route alternative route upgrades
- improved walking and cycling environment on the A639 Park Road
- improved ped/cycle crossing at Racecourse Roundabout
- capacity improvements for all traffic to create 2 lanes in each direction from Park Road up to Racecourse roundabout

Total scheme cost: £11.1 million (including £10.3 million funding from LUF)

A funding contribution to this this scheme is also included in the current approved CRSTS programme

In addition to scheme costs shown above, an allowance has been made for programme level risk and inflation, programme management and monitoring and evaluation, based on experience from existing and previous programmes, and current levels of inflation.

Other programmes supporting bus

In addition to the two corridor schemes, and measures within the Bus Journey Improvement package delivered through LUF, we are delivering infrastructure and other supporting measures to support the ambitious vision of our Bus Service Improvement Plan (BSIP) for better buses in West Yorkshire.

The West Yorkshire CRSTS and TCF programmes include projects in development that will deliver bus priority across West Yorkshire, through bus lanes, bus gates and other bus priority measures at junctions as part of a whole corridor approach. As set out above, some of the schemes currently included the CRSTS and TCF programmes also have funding allocations secured through LUF.

The schemes within each District included in these programmes are shown below:

Bradford

South Bradford Bus Expressway (TCF)
Wakefield Road, Bradford bus priority and cycle corridor
Kings Road sustainable transport (bus and cycle) corridor
Bradford Bus Hotspot package (*Westgate / Drewton Rd / Lumb Lane; Leeds Rd gyratory; Bolton Rd / Leeds Rd / Stone Hall Rd*)

Calderdale

Calderdale bus hotspots and priority bus lane camera enforcement
North-East Calderdale Bus Priority and Cycle corridor – phase 1

Kirklees

Dewsbury - Cleckheaton bus/cycling/walking corridor (TCF)
Dewsbury - Batley - Chidswell Bus, cycling and walking corridor (TCF)
A629 Wakefield Road Sustainable Transport scheme (TCF)
A62 – A644 bus priority corridors – Huddersfield/Cooper Bridge/Ravensthorpe/Dewsbury

Leeds

A64 Bus, Cycle and Walking Improvements (TCF)
Beckett Street, Leeds – transformational bus priority scheme
Leeds City Centre Bus Priority and Active Travel
A660 bus priority & cycle corridor incl. Lawnswood roundabout
A660 - Northern/University Gateway inclusive of the Headrow to St Marks Road
Elland Road South/Churwell Hill (from A6110 package)
Thirsk Row /King Street - Bus gate/access road

Wakefield

Wakefield City Centre Bus/Cycle/Walking Improvements (TCF)
Heath Common to Knottingley Bus Priority
Horbury – Wakefield / Ossett to Wakefield Bus Priority
South Wakefield Bus Package (including; A636 Denby Dale Road bus priority measures)
North Wakefield Bus Package (including; A642 Aberford Road corridor bus priority measures)

A639 Park Road, Pontefract – on and off highways improvements

Cross boundary schemes (Leeds/Wakefield) and West Yorkshire wide

A61 Bus, Cycle and Walking Improvements (TCF)

A639 Bus, Cycle and Walking Improvements (TCF)

West Yorkshire wide

Public Transport Network Navigation

Mobility hubs

Demand Responsive Transport (DRT) services

Integrated ticketing and information

Safety Accessibility and Environment Programme - Bus station and stop renewals and improvements

Safety Accessibility and Environment Programme – bus service highways improvements/bus hotspots package

Community Transport Vehicle replacement

Zero emission bus programme (combined funding sources)

In addition to infrastructure improvements supporting bus services and our BSIP, our £69 million Bus Service Improvement Plan revenue funding enables us to deliver initiatives to support buses region-wide including:

- **Fares subsidy (The Mayor's Fares), £36.9 million** – capping single tickets at £2 and day tickets at £4.50 for all passengers, no matter what bus service they are travelling
- **New and enhanced bus services, £30.9 million** – to protect, enhance and add new services to the bus network to provide more options for travel and better connect communities.
- **Supporting bus priority and safety. £2.05 million** – improvements to coordination of bus, urban traffic and passenger information, and an Enhanced Safer Travel Partnership with the WY police.

Supporting technology investments via CRSTS capital funding will also support further improvements to ticketing and information to make bus travel easier for all bus users.

Stakeholder Support

- All West Yorkshire MPs were approached for their support for the West Yorkshire LUF bid. Formal support was received from Naz Shah and Holly Lynch MPs via signed proforma.
- Informal support was received from Alex Sobel, Hilary Benn, Rachel Reeves, Richard Burgon, and Kim Leadbeater MPs
- Support was also received from some of the region's bus operators that are part of the Bus Alliance.

Value for Money

The estimated benefit cost ratio of the bid as a whole (combining the three schemes) is 1.76:1, representing Medium value for money according to government transport analysis guidance.(TAG)

Table 1: Breakdown of Bus Journey Improvement Scheme:

Measures may vary from the lists below depending on the outcome of further development work on each element.

<p>Bus hotspots</p>	<p>Hotspot locations identified by bus operators are detailed below and subject to schemes being developed to address issues and consultation and engagement being undertaken.</p> <p>Bradford</p> <ul style="list-style-type: none"> • Thornton Road / A6177 • Bolton Road / Leeds Road / Stone Hall Road • Little Horton Road / Horton Park Road • Leeds Road / Laisterdyke <p>Leeds</p> <ul style="list-style-type: none"> • Thirsk Row/King Street • Garforth Main Street • Selby Road, Garforth • Nippet Lane • Horsforth Roundabout (A65/A6120 roundabout) • Old Ball Roundabout (Station Road/Brownberrie Lane junction), Horsforth • Rawdon Cross Roads (A65/B6125 junction) • High Royd Signals <p>Wakefield</p> <ul style="list-style-type: none"> • A645 North Baileygate gyratory • A636 Denby Dale Road bus lanes (and signal priority) – • Hemsworth Town centre (bus station approach and Market Street) <p>Note: Improvement schemes to deliver bus priority and address delay to buses in Calderdale and Kirklees are being delivered through the City Region Sustainable Transport Settlement (CRSTS) programme, alongside potential bus hotspots, with these programmes expected to be continued in further CRSTS funding periods or other future programmes.</p>
---------------------	---

<p>Bus stop improvements</p>	<p>Providing new and replacement bus shelters and real time information screens at bus stops on the Core Bus Network and other routes that serve communities experiencing poor access to opportunities and deprivation. These will be installed alongside other accessibility improvements and measures to reduce energy use and provide environmental benefits, such as solar panels and green roofs where possible.</p> <p>The numbers of improvements that can be delivered through this programme will be confirmed as part of development of a detailed programme but could provide up to:</p> <ul style="list-style-type: none"> • 200 new bus shelters • 600 new bus stop poles (to meet minimum standards) • 200 new Real Time Information (RTI) in shelters • 100 new RTI on poles • 200 stop accessibility improvements
<p>Bus station improvements</p>	<p>Safety, Accessibility and Environmental works expected at the following bus stations:</p> <p>Bradford; Leeds; Ossett; Batley; Cleckheaton; Brighouse; Pudsey; Keighley; Todmorden; South Elmsall; Hemsworth; Castleford; Pontefract; Ilkley</p> <p>Bringing bus stations up to and beyond current accessibility standards through creation of Changing Places and Quiet Room facilities, providing facilities for customers and wider community, as well as other safety accessibility improvements like brush barriers, help points, tactile signage and pedestrian crossings.</p> <p>Essential maintenance also included to ensure facilities remain useable and providing suitable customer experience incl. roof repairs, carriageway resurfacing ,additional CCTV coverage, seating, glazing, automatic doors and drainage works</p> <p>Focus on ensuring facilities support Mayoral priority for women and girls' safety e.g. ensuring facilities are well lit, welcoming, secure spaces, and promoting a more inclusive bus system available to all</p>



Tracy Brabin
Mayor
of West Yorkshire

Find out more

westyorks-ca.gov.uk

West Yorkshire Combined Authority

Wellington House

40-50 Wellington Street

Leeds

LS1 2DE

All information correct at time of writing

This page is intentionally left blank



Report to: Transport Committee

Date: 10 March 2023

Subject: **Passenger Experience Update Report**

Director: Dave Pearson, Director Transport & Property Services

Author: Mick Bunting, Head of Passenger Experience

Is this a key decision?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for call-in by Scrutiny?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information or appendices?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If relevant, state paragraph number of Schedule 12A, Local Government Act 1972, Part 1:	
Are there implications for equality and diversity?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1. Purpose of this Report

- 1.1 To provide a quarterly update on the performance of the transport network in West Yorkshire, including an update on the Combined Authority's passenger facing activity.

2. Information

Summary picture

- 2.1 The recovery of travel demand following the pandemic has stabilised with evidence that the recovery on bus and rail continues to build, albeit slowly.
- 2.2 Network performance remains a concern, and we continue to work with industry to try address these issues where possible.

Bus network

- 2.3 Since the start of the new year, overall weekday bus patronage (which includes all passenger cohorts) has steadily increased to 85% of the pre pandemic baseline (March 2020). Adult bus patronage now stands at 81% of baseline levels, which compares to 69% for the equivalent week in 2022 (see **Appendix 1**).

- 2.4 Service reliability continues to be impacted by traffic congestion and reduced availability of bus drivers and engineers. This was a cause for concern in 2021/22, however bus operators are advising that staff shortages are easing.

Rail network

- 2.5 Northern reports patronage at approximately 83% compared to pre-pandemic levels, with higher levels when services are stable. Leisure travel continues to lead the recovery, with some Saturdays and Sundays regularly proving to be busier than pre-pandemic. Mondays tend to be the quietest day of the week.
- 2.6 TransPennine Express (TPE) reports demand at around 75% of pre-pandemic levels which is an increase on figures reported to a previous meeting of Transport Committee, despite the continuing issues with service delivery.
- 2.7 LNER indicates demand at 100% of pre-pandemic levels with a split of 75% for the leisure market and 25% for the business market. CrossCountry demand is about 75% of pre-pandemic levels with the leisure market also prevalent; Fridays, Saturdays and Sundays being the busiest days.
- 2.8 Following Christmas and strike days in January and February, average weekday footfall at Leeds rail station increased to 76% of baseline levels. Weekend levels remained near peak levels around the same time.
- 2.9 As can be expected, strikes are impacting demand significantly during the week of the strike but recovering in the week following.
- 2.10 To promote demand, Northern launched a “flash sale” on the 10 January with over 1 million tickets available for journeys across the North of England with three price points available: 50p, £1 and £1.50. The fares were available on bookings for travel between 17 January and 10 March. To protect capacity, Northern restricted offers around known busy flows either because they are usually busy, or because of special events operating at the time of the sale. Northern reports the sale was successful.

Summary of network changes

Bus network

- 2.11 Bus services have been sustained throughout the pandemic by a combination of Government and local government funding. On 17 February, Government announced that the current funding will extend until the end of June 2023 however there is no indication that funding will continue beyond that date. Bus operators have shared confidentially their intentions should this funding cease.
- 2.12 First West Yorkshire have registered a range of service changes from 2 April 2023 the details of which have been shared with Transport Committee members. These changes largely involve reducing/ withdrawing some services they consider to be marginal redeploying the buses and drivers on restoring frequency on busier routes.

- 2.13 Arriva Yorkshire have registered route and service changes in their network east of Leeds which restores links to Thorpe Park following service changes in October 2022.

Rail network

- 2.14 The next rail timetable change is on Sunday, 21 May 2023. An analysis of known changes is included at **Appendix 2**.
- 2.15 On Northern, the principal changes are:
- Reduction in services on the Bradford Forster Square – Ilkley / Skipton routes during Monday to Saturday daytimes (from around 0930 to 1500) from half-hourly to hourly. The peak-time and early evening service levels at half-hourly are maintained.
 - Leeds – Bradford – Halifax – Manchester Victoria (– Chester): Additional hourly service on Sundays. This is very welcome as it gives the Calder Valley line a long-awaited second Sunday train per hour, leaving only the Leeds – Dewsbury – Brighouse – Calder Valley – Manchester missing on Sundays.
 - Withdrawal of the limited train service between Huddersfield – Wakefield – Castleford, to be replaced by a bus service until December 2023.
- 2.16 Northern’s reduced frequency between the peaks on the Bradford – Ilkley / Skipton services is intended to reduce cancellation levels whilst availability of train crews remains tight, by creating more spare driver capacity. This position is expected to recover as more staff are trained and long-term sickness levels improve. Existing half-hourly service levels in the morning and evening peaks are maintained, including those serving local school flows. Direct engagement by Cllr Hinchcliffe and the Mayor ensures that Northern understands the need to reinstate the daytime frequency to half-hourly when possible. However, full reinstatement will be subject to agreement by Rail North Partnership (DfT) as part of the Business Plan process. We will continue to work with and through TfN to make the case via the Rail North arrangements, and Cllr Hinchcliffe has made specific representations on this matter at Rail North Committee.
- 2.17 The situation with the Huddersfield – Wakefield – Castleford service is disappointing. Service provision has been sporadic for some years, including before the pandemic, with bus substitutions at times since 2020. At present the service runs only three times a day each way (plus one to / from Wakefield Kirkgate only), with no trains on Sundays.
- 2.18 It was planned that TPE would extend its existing hourly Manchester – Huddersfield service, to run on via Wakefield Kirkgate and Castleford through to York from May 2023. This would replace and fulfil the role of the Northern service between Huddersfield and Castleford. This is a proposal that the

Combined Authority strongly supports, since it improves connectivity, including new links to employment sites at Sherburn-in-Elmet.

- 2.19 However, ongoing issues with TPE mean that at late-notice the decision was made to defer this change to the December 2023 timetable change. Northern was not expecting to run the service beyond May, so had not 'bid' the services through industry processes. We are informed that this means the paths are now unavailable. As a result, Northern has been instructed to run rail replacement buses, with journey times around double those of the trains, from May to December. This is considered unacceptable, and we are pushing to find an alternative solution to maintain or re-establish a rail service as soon as possible. Discussions continue with the Rail North Partnership regarding this, including via Rail North Committee, where this matter was raised.
- 2.20 Few major changes are proposed to TPE's timetable, although an acute local issue that arose in the December 2022 timetable will be addressed. Two key trains in the afternoon peak from Huddersfield had their stops at Dewsbury removed, creating two service gaps of around an hour for students and workers returning from Huddersfield to Dewsbury. Eastbound calls at Dewsbury at 1608 and 1712 are reintroduced. This follows engagement with TPE via local members and Cllr Kaushik.
- 2.21 On CrossCountry, the overall service pattern on the Scotland – Newcastle – York – Leeds – Sheffield – Birmingham – South-West corridor stays the same, with more services running through to / from Plymouth and Penzance. An additional train benefiting West Yorkshire is introduced, providing an extra service from Sheffield (1748) to Wakefield (1817), Leeds (1833) and York (1901) as part of a Reading to Newcastle train. This introduces additional capacity in the afternoon peak from Sheffield, reinstating the position prior to the pandemic.
- 2.22 CrossCountry has flagged that operating more services in various parts of the country from May means that some trains currently operating as double-length trains (8 cars +) will be shortened to single units (4 or 5 cars). CrossCountry has suggested it will avoid where possible services that can be busy – officers have specifically raised concerns regarding the key Leeds – Sheffield corridor which is an especially busy section of the route.
- 2.23 Changes which were expected but which are not now happening in May include the introduction of the proposed second Leeds – Wakefield Westgate – Sheffield fast train, to be run by Northern. We are seeking confirmation that this has only been postponed. A final decision will be subject to agreement with Rail North Partnership as part of Northern's Business Plan.
- 2.24 Some issues identified with the December 2022 timetable, including the long-standing gap in services in the morning around Wakefield and Pontefract, have not been resolved for the May timetable. We continue to explore with Northern finding a solution to these in future, along with other service priorities and issues (some long-standing) with current timetables.

- 2.25 Working with and through Transport for the North, as well as by direct engagement with Ministers we have continued to make a strong case for the wider value of local rail services. This is in the context of short-term pressure to find savings in the rail support budgets, including to absorb the impact of inflation. To date, this activity has been successful in ensuring that service levels have, overall, been protected. The potential implications for December 2023 and May 2024 service changes continue to be worked through in negotiations between DfT and operators, with local engagement via the Rail North arrangements.
- 2.26 As reported to Transport Committee in February, there will be significant work on TransPennine Upgrade (TRU) through 2023 leading to various ‘blockades’ where services are altered. A major blockade took place at Morley station over 9 days from the 4 to 12th February 2023. This was one of the first major blockades in West Yorkshire, and a ‘lessons learnt’ exercise will be carried out with industry to ensure passenger information and disruption management is as effective as possible. Details will be fed back to a future meeting.

Passenger network performance

Bus network

- 2.27 Bus service performance is measured by reliability, which is the number of service journeys which actually operate, and punctuality, the percentage of buses operating on time (i.e. no more than 1 minute early or 5 minutes late) at the start of the route and at timing points along the route. The Bus Alliance collates figures on this from the three major bus companies in the region (First, Arriva and Transdev), the latest quarterly figures West Yorkshire wide are:

Month	Reliability	Punctuality <i>(from the first stop)</i>	Punctuality <i>(stops along the way)</i>
October 2022	94.9%	81.9%	77.3%
November 2022	95.3%	86.5%	75.6%
December 2022	95.4%	87.3%	77.6%

- 2.28 The bus industry target is for 99.5% of registered bus service mileage to be operated (reliability) and 95% of buses to run no more than 1 minute early or 5 minutes late (punctuality). The above results show performance significantly less than the target over the full period. The results are currently aggregated over all operators at all times of the week and the passenger experience at busier times may be worse than this in some places.
- 2.29 Transport Committee members have asked for a more detailed analysis of these results by area. There are a number of data issues to resolve to enable this and it is hoped to offer greater detail in this regard later in 2023.

Rail network

- 2.30 Rail strikes have continued to affect the rail network. Action by RMT impacted operators on the 13,14,16,17 December 2022 and 3,4,6,7 January 2023; in addition, there was an ASLEF strike on the 5 January 2023 and action by RMT affecting Network Rail on the 24-27 December 2022. RMT also introduced an overtime ban from the 18 December 2022 to the 2 January 2023. Performance in period 10 was significantly impacted as a result. Passengers were advised to check before travelling.
- 2.31 Strike action also took place on the 1 and 3 February by both the ASLEF and RMT unions, Northern and TPE ran no services and LNER ran a limited service. At the time of writing more strikes have been announced by the RMT Union on the 16, 18 and 30 March, and 1 April which will impact on all operators. Network Rail will be impacted on the 16 March only. Details are awaited on the exact impact, but they fall on the start of Easter Holidays for many. The Transport Salaried Staffs' Association (TSSA) are no longer involved in the strike action as its members have accepted an offer including a pay deal.
- 2.32 The performance reports for Northern and TransPennine Express (TPE) are included in **Appendix 3**, which includes a description of the different performance measures mentioned below.
- 2.33 Since the last update to Transport Committee punctuality has improved for Northern and declined for TPE. Both operators saw a significant increase in cancellations. Time to 3 (Percentage trains calling at station stops within 3 minutes of the planned time) for Northern and TPE remains well below 80% and for the most recent four-week period 10 sits at 74.4% and 62.1% respectively.
- 2.34 Cancellations saw Northern at 8.0% (7.17% in the East region) and TPE at 11.9%. These figures exclude cancellations announced by the evening before ('P-coded'), which TPE continues to make extensive use of, as set out below.
- 2.35 As reported to previously, train crew availability, including COVID-19-related training backlogs, staff absence (higher than average sickness levels for TPE especially) and withdrawal of rest day working agreements are all contributing to the high levels of cancellations and poor performance. Strike action by ASLEF, TSSA and RMT has also impacted the rate at which training can be delivered. TPE's performance continues to suffer acutely from these issues, compounded by higher than anticipated levels of drivers leaving the business and increased training demands related to network enhancement programmes (principally Trans Pennine Route Upgrade and Manchester Task Force).
- 2.36 TPE cancellations continue to have a severe impact in West Yorkshire. Many of these are at short notice, made on the day or the evening before. The latter (known as 'P-coded' or planned cancellations if notified before 22:00 on the evening before) are currently not counted in official cancellation statistics. The Office of Rail and Road (ORR) recently wrote to all Train Operating

Companies (TOCs) and Network Rail regarding P-Coding and the requirement to introduce a more passenger friendly and transparent way of working when late changes must be made, which has led to these cancellations being routinely reported. Network Rail and all TOCs are to work together to come a solution whereby P-coded pre-cancellations are counted against their true cause and within the official statistics and to ensure that cancellations remain visible to passengers. Network Rail have been asked to provide the plan and associated timeline to ORR no later than Friday 10th March 2023.

- 2.37 On TPE, for the most recent period 10 (December), 32% of services were cancelled (approximately 20% were P-coded and 12% were same day cancellations). On Saturdays in the same period there was a total of 15% cancellations (approximately 12% were P-coded and 3% were same day cancellations).
- 2.38 In November 2022 the Secretary of State for Transport met Northern mayors to discuss the impact of ongoing poor performance. Following this meeting, DfT agreed a revised Rest Day Working mandate for TPE and Northern, and a revised offer was put to ASLEF.
- 2.39 TPE experienced a worsening of performance prior to Christmas 2022, due to issues with rostering systems. Together with pressure from Northern leaders and MPs, this culminated with the Secretary of State requesting a comprehensive recovery plan from TPE. The Rail Minister, Huw Merriman, is now holding regular meetings with Rail North Partnership and TPE to monitor the position.
- 2.40 The Recovery Plan was submitted to Rail North Partnership by TPE in early February 2023. The full Recovery Plan has not been shared, and a copy has been requested. A summary presentation was made to Rail North Committee members and Northern mayors, which suggests the focus initially is on reducing on-the-day cancellations and then reducing P-coding over several months, for a c. 60% recovery by June 2023. It has been indicated that without a rest day working agreement in place improvement will only be gradual.
- 2.41 The Mayor met with the Rail Minister Huw Merriman in late February for a constructive meeting regarding TPE service improvement. The Minister acknowledged that the service delivery isn't meeting the needs of passengers, and that improvement is required urgently. The Department for Transport is reviewing the Recovery Plan. The Mayor reiterated the position that TPE's contract shouldn't be renewed based on current performance.
- 2.42 A further update on the overall position with TPE's Recovery Plan is expected at the Transport for the North Board on 23 March.
- 2.43 Horbury junction suffered a broken rail on 28 December, affecting services from Leeds, Castleford, and Wakefield to Barnsley, Sheffield, Nottingham and Lincoln. A temporary fix for the track was implemented to bring services back to normal in January with a permanent fix planned for March. Whitehall

Junction on the west side of Leeds station is also affected by a broken rail with a temporary fix in operation until a part can be sought. This is impacting performance.

- 2.44 Network Rail has redefined boundaries for several of their Mobile Operations Managers (MOM) teams, to reduce their span of control and improve responsiveness to incidents. The extra MOM capacity enables Network Rail to carry out more short-term preventative actions than previously, either weather-driven (proactively de-icing points not equipped with point heaters) or year-round activities (for example, actively looking for gaps in fencing, interventions in schools, station presence). Network Rail are also working closely with embedded BTP (British Transport Police) officers and using drone capability where possible to speed up post-incident recovery.

Passenger satisfaction and attitudes

Transport Focus Surveys

- 2.45 Throughout the pandemic, Transport Focus conducted nationally representative research around travel use. The latest iteration of this research now uses omnibus survey where 2000 members of the public are screened to identify bus and rail users outside of London, with weightings applied to make the results nationally representative of Great Britain. Reports are now published monthly, and a link is provided in **Background Documents**.
- 2.46 The latest insights from surveys published on the 27th January 2023 were:
- 88% of bus passengers were satisfied with their journey overall (with little change since October 2022 where satisfaction fell to 81%).
 - 82% of rail passengers were satisfied with their journey overall, down from 84% a month ago. For both bus and rail, satisfaction increases with age.
 - For bus, satisfaction with value for money increased to 73%, up from 70% at the end of November. Satisfaction with punctuality also increased to 74% from 68% at the end of November.
 - For rail, satisfaction with punctuality/reliability fell from 77% (a month ago) to 72% in the most recent survey. Journey time also fell from 85% to 80%.
 - 91% of bus passengers who had used a bus in the last 7 days reported feeling safe in relation to COVID-19. For rail passengers, this figure is slightly higher at 94%.
 - Compared to rail passengers, bus passengers reported higher levels of satisfaction with value for money (73% for bus vs 62% for rail), and levels of crowding (88% for bus vs 73% for rail).

Updates on Combined Authority activity

Current usage indicators

- 2.47 **Appendix 4** includes a summary of several usage indicators of Combined Authority “Metro” branded activity which give a comparison between current levels of demand and trends, including to the pre-pandemic position where available.
- 2.48 Use of services continues to be impacted by reduction in travel arising from the pandemic, although demand for travel information is increasing alongside increasing patronage. Weekly weekday Metro and MCard website page views are at or just below pre-pandemic levels and Metroline weekday calls in January 2023 were 96% of January 2020 levels.

Fares and ticketing

- 2.49 The Mayor’s Fare was successfully launched on 4 September 2022 resulting in single tickets and days savers being capped at £2 and £4.50 respectively. The results of the first three months of operation were reported to the Transport Committee in February 2022.
- 2.50 Use of the MCard Mobile app continues to grow, and latest data indicates that 81% of all MCard sale transactions per month are now by mobile phone. This represents a significant move from smartcards to the app over the previous 12 months and indicates the growing popularity of mobile phone transactions for public transport ticketing.

Bus stations

- 2.51 Work to ensure safeguarding of vulnerable customers and to increase responsiveness to community needs continue across all bus stations with staff undertaking child protection, suicide prevention and dementia awareness training.
- 2.52 A major refurbishment of Leeds Bus Station was completed in August funded by the Leeds Public Transport Investment Programme. The scheme includes new entrances, electronic signage, a revised travel centre/ retail space and solar panels.
- 2.53 The new Halifax Bus Station is progressing well, and work has almost finished on the main site excavations and the erection of the large steel building frame has now commenced. The new temporary facility remains open and fully operational and will remain in place for about 18 months while the new bus station is being built.
- 2.54 At Bradford Interchange, construction of the new travel centre on the bus station upper concourse was completed in November 2022. The first phase of resurfacing and waterproofing of bus station carriageway started in October. There will be an impact on bus services throughout the works as stands will

need to be closed to allow the resurfacing works to take place. The bus disruption team are engaged and will produce disruption plans on a phase-by-phase basis. The programme is progressing at pace and due to run until April 2024.

- 2.55 The Combined Authority has received a significant Levelling Up Fund allocation. A programme of works is in development to complement City Region Sustainable Transport Settlement (CRSTS) funding with significant works planned for on-street improvements, including bus stop shelter renewal and green shelters. This also extends to improvements to small centres and unstaffed stations, and an allocation for Leeds Bus Station roof to address the long-standing issue of leaks.

3. Tackling the Climate Emergency Implications

- 3.1 An important element of the Transport Recovery Plan agreed in 2020 is to try to embed increased levels of active travel and the opportunity to restore and grow public transport use to maintain improved air quality and achieve decarbonisation ambitions.

4. Inclusive Growth Implications

- 4.1 Sustaining an effective, stable and affordable public transport network is crucial in ensuring the post pandemic economic recovery is inclusive particularly to communities with limited access to private transport

5. Equality and Diversity Implications

- 5.1 Ensuring an effective, stable, and affordable public transport network is important for equality and diversity.

6. Financial Implications

- 6.1 As reported on an accompanying report, inflationary pressures arising from fuel and wage cost growth are impacting on the Combined Authority and bus operators.

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 notes the updates provided on the Passenger Experience in West Yorkshire 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?CId=133&MIId=963&Ver=4>

Bus service changes in December, January and February 2023 are summarised and published on the Metro website. The summary documents can be accessed via this link: <https://www.wymetro.com/plan-a-journey/travel-news/service-changes/>

The Combined Authority continues to produce a regular *West Yorkshire Economic and Transport Insights Report*. This includes information and analysis on public transport patronage, and is available via this link: <https://www.westyorks-ca.gov.uk/documents/economic-monitor/>.

A regularly updated transport and economic recovery dashboard is available via this link: <https://app.powerbi.com/view?r=eyJrljoiNTA5ZjZlZWQtdNDdiOS00ZGNiLTlINmQtNWZmZmQ0ZDBkMjRiliwidCI6IjM0ZTkzYmZjLWVjYtNDM0NS1hNGZILTgwNWl2N2U0ODBjMCIslmMiOjh9>

Transport Focus continues to publish 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 published here: <https://www.westyorks-ca.gov.uk/documents/covid-19-transport-survey/>

12. Appendices

Appendix 1 – Insights on transport network use

Appendix 2 – Summary of May 2022 rail timetable changes

Appendix 3 – Rail network performance data

Appendix 4 – Metro branded activity measures

This page is intentionally left blank

Appendix 1 - Insights on Transport Network Use

The content in this Appendix is extracted from the Economic-Transport Insights Report published produced by the Combined Authority Research and Intelligence team. The full report is available online together with a link to a regularly updated dashboard with the latest available data, available here:

[Full Report](#)

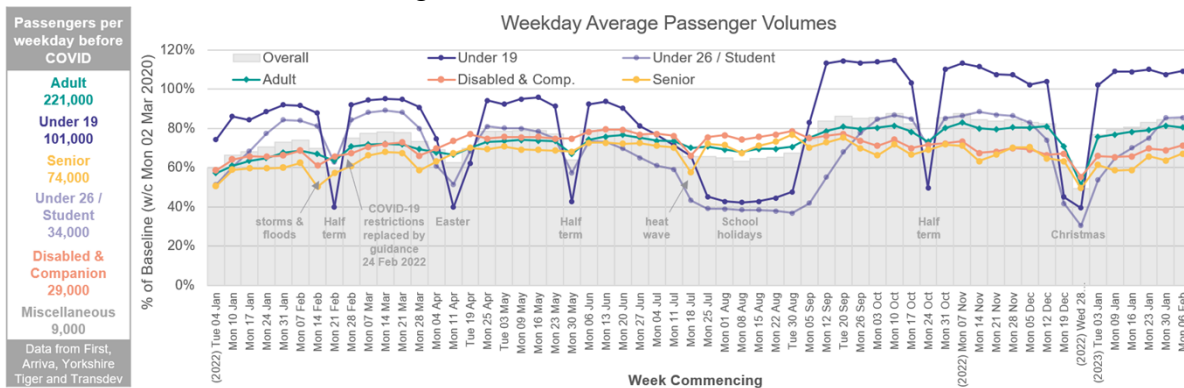
[COVID-19 economic & transport recovery monitor - West Yorkshire Combined Authority \(westyorks-ca.gov.uk\)](https://westyorks-ca.gov.uk)

[Dashboard](#)

<https://app.powerbi.com/view?r=eyJrIjojNTA5ZjZlZWQtdNDdiOS00ZGNiLTIINmQtNWZmZmQ0ZDBkMjRiliwidCI6IjM0ZTkzYmZjLWVlbnJYtNDM0NS1hNGZILTgwNWl2N2U0ODBiMCI6ImMiOjh9>

Adult bus patronage at 81% of baseline levels, up from 77% four weeks ago and 69% in the comparable week of 2022

The chart below shows bus use relative to pre-pandemic conditions. Comparing the last few weeks with the similar period 12 months previous shows that the recent Adult cohort recovery is stronger relative to Under 26 / Student cohort. Use by Adults in week commencing 6 Feb 2023 was 81% of baseline (69% last year) while use by Under 26 / Student cohort was 86% (84% last year). A return to commuting, the existence of fare caps, and ongoing rail strikes, and self-isolating for the Omicron variant could all be influencing factors.



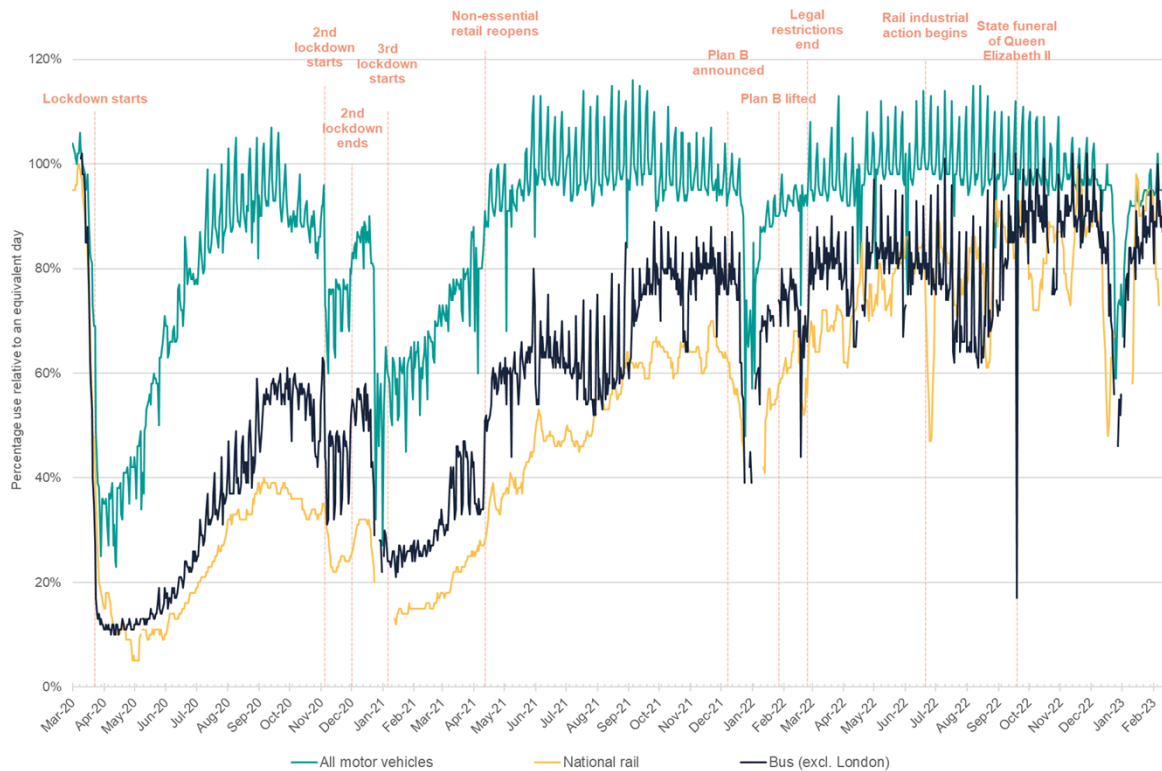
Note - Baseline period is week commencing Mon 02 Mar.

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

National weekend bus recovery matches motor vehicle levels

Over the past month at a national level, bus usage outside London peaked very close to levels of motor vehicle use at weekends, falling back to a similar pattern seen at the end of 2022 on weekdays.

Rail recovery has exceeded that of bus in recent weeks before falling back again – however this data source is subject to revision over the most recent weeks.

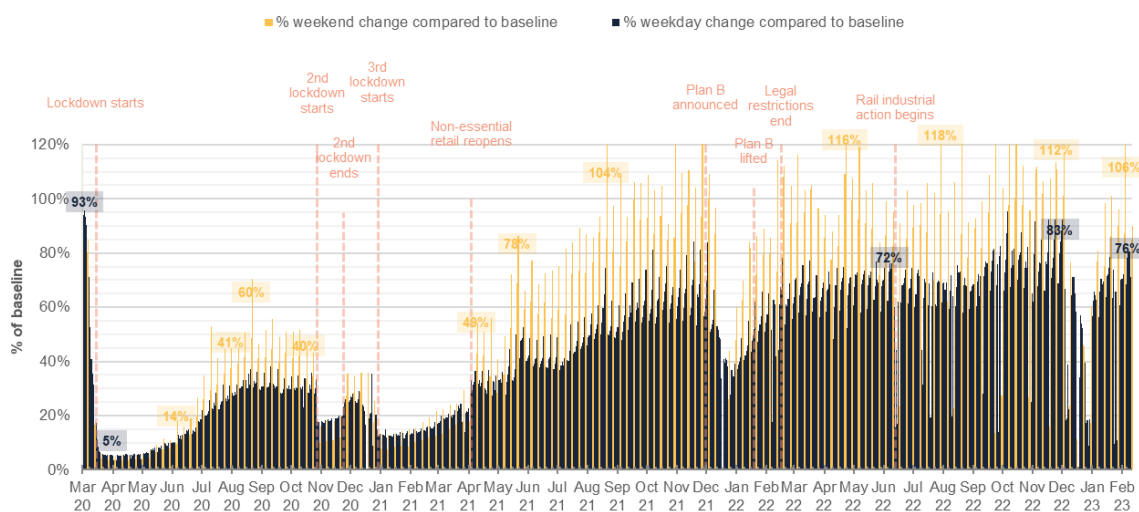


Note - Bus (excluding London) is expressed as the percentage of the equivalent day of the third week of January 2020. Motor vehicle use (cars, light and heavy vehicle goods) is expressed as the percentage of the equivalent day in the first week of February 2020.

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

Leeds station rail weekday rose to 76% of pre-pandemic levels after February strikes

Following Christmas and subsequent strike actions in January and February, average weekday footfall at Leeds rail station reached increased to 76% of baseline levels. Weekend levels remained near peak levels around the same time.

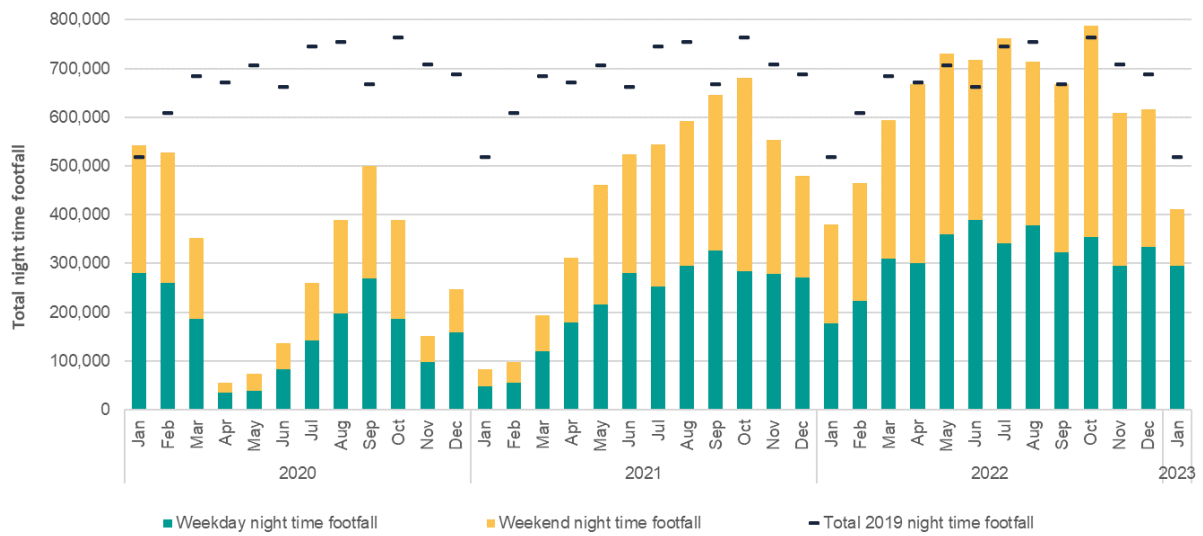


Baseline period is Monday 2nd - Friday 6th March 2020 (weekdays) and 29th Feb -1st March and 6th-7th March (weekends)

Source: Leeds Rail Station Footfall - Network Rail

Leeds centre footfall falls post-christmas

Leeds city centre night time footfall fell lower than 2019 levels in January 2023. Weekend night time footfall falls significantly between December 2023 and January 2023. Weekday night time footfall falls only slightly between December and January.



Source: Leeds City Council

This page is intentionally left blank

Item 6, Appendix 2: May 2023 rail timetable change summary

In this summary, Sundays are only mentioned if there are any differences from the December 2022 timetable, and/or if any issues associated with the December 2022 timetable are perpetuated here. If no day is mentioned, the service referred to is every working day, i.e. daily except Sundays. “SO” means Saturdays only and “SX” means Mondays to Fridays only.

This summary was produced before full details are available, so errors and /or omissions to the detail may remain; engagement with operators is ongoing.

Northern

General principle: Services operating since December 2022 continue, but with some modifications, as set out below. In many cases an identical timetable is to be offered (often with a few minutes’ variation – anything less than 5 minutes’ difference is not mentioned here – hence use below of phrase “nearly identical”)

43

Line / service	Changes in May 2023	Comments
Harrogate	Almost identical, except: <ul style="list-style-type: none"> • Mondays to Saturdays, 1709 departure from Leeds now runs only to Harrogate (not Knaresborough). No significant changes to LNER services.	Services remain below pre-Covid levels in standard hours.
Wharfedale (Ilkley)	No change to Ilkley – Leeds trains. Ilkley to Bradford trains at 0951, 1151, 1351, and 1451 are removed Mondays to Saturdays, resulting in an hourly service during the middle of the day. Bradford to Ilkley trains at 0916, 1016, 1116, 1216, 1316 and 1416 are removed Mondays to Saturdays, resulting in an hourly service during the middle of the day. No changes to services on Sundays.	Northern state the reduction in frequency during the middle part of the day on Bradford services is to create resilience to reduce the level of cancellations whilst resources recover – see main report.

Line / service	Changes in May 2023	Comments
Airedale local (Skipton and Bradford Forster Square)	<p>No change to Skipton – Leeds trains.</p> <p>Skipton to Bradford trains at 0934, 1034, 1134, 1234 and 1334 are withdrawn Mondays to Saturdays, resulting in an hourly through service during the middle of the day.</p> <p>Bradford to Skipton trains at 1041, 1241, 1341, 1441 are withdrawn Mondays to Saturdays, resulting in an hourly through service during the middle of the day.</p> <p>No changes to services on Sundays.</p> <p>No significant changes to LNER services.</p>	Northern state the reduction in frequency during the middle part of the day on Bradford services is to create resilience to reduce the level of cancellations whilst resources recover– see main report.
Calder Valley: (core via Bradford & Halifax)	<p>Almost identical, except:</p> <ul style="list-style-type: none"> • Additional hourly service between Leeds and Chester (via Bradford, Halifax, Rochdale and Manchester Victoria) on Sundays departing between 0943 and 1944. • Additional hourly service between Chester and Leeds (via Manchester Victoria, Rochdale, Halifax and Bradford on Sundays departing between 0925 and 2025. 	The increased frequency on Sundays is welcome and has been a long-running priority with Northern.
Calder Valley: (Brighouse, Huddersfield, Dewsbury)	<p>Almost identical, except:</p> <ul style="list-style-type: none"> • 0501 Leeds to Huddersfield via Bradford Interchange that ran Mondays to Saturdays is withdrawn. 	-
Calder Valley (Todmorden & Burnley)	Almost identical.	-
Castleford – Wakefield – Huddersfield	<p>All four weekday services are withdrawn, to be replaced by a substitute bus service with extended journey times.</p> <p>No Sunday service, as historically.</p>	This is a deeply unwelcome move, pending partial resolution when all-day Huddersfield – Wakefield – Castleford service is expected to be provided as part of a regular TPE Manchester – Huddersfield – Wakefield – York service from December 2023. This is subject to confirmation – see main report.

Line / service	Changes in May 2023	Comments
Penistone Line	Almost identical.	There continues to be a missing train at around 21:35 from Sheffield to Huddersfield
Huddersfield Line (Local services)	Almost identical, except: <ul style="list-style-type: none"> • Calls at Dewsbury on eastbound services are reinstated at Dewsbury at 1608 and 1712, which reinstates a broadly half-hourly service pattern in the afternoon peak between Huddersfield and Dewsbury. Longer distance TransPennine Express services – see separate section below.	The restoration of afternoon calls at Dewsbury is welcome; this has significantly impacted students at Greenhead College and workers returning from Huddersfield to Dewsbury.
Wakefield Line: Leeds – Wakefield Westgate – Doncaster / Sheffield	Almost identical, except: <ul style="list-style-type: none"> • 2222 Leeds to Doncaster is an additional service on Saturdays. As noted below, an additional northbound CrossCountry service will also operate Mondays to Saturdays, calling Sheffield (1748), Wakefield (1817) and Leeds (1833). No significant changes to LNER services.	Some issues remain, including regarding services on Saturday evenings out of Leeds towards Sheffield, but welcome to see 2-hour gap filled for Doncaster services. Sunday morning services from Leeds continue to be poorly spaced. Peak-only additional Doncaster trains continue not to run.
Hallam Line: Leeds – Wakefield Kirkgate – Barnsley - Sheffield	Almost identical.	-
Pontefract (both lines)	Almost identical.	Significant December 2022 issues continue: <ul style="list-style-type: none"> • Missing c. 06:30 Knottingley – Wakefield – Leeds • Missing c. 07:29 Leeds – Wakefield – Knottingley Also, pre-Covid peak-only additional train towards Castleford continues not to run.

Line / service	Changes in May 2023	Comments
East Leeds line (York & Selby)	Almost identical.	Longer-standing issues as shared with Northern, including structure of Leeds – York stopping service.
Dearne Valley: Sheffield – Pontefract Baghill - York	Almost identical, except: <ul style="list-style-type: none"> The two trains that operate on late afternoons / evenings on Sundays are replaced by a single bus service covering stops between York and Moorthorpe. 	-

TransPennine Express (North Trans-Pennine line only)

Almost identical to December 2022, except:

- 1402 Newcastle to Liverpool Lime Street now starts Newcastle rather than York.
- Dewsbury stops restored in eastbound afternoon peak on for services from Huddersfield as noted in table above.

46 LNER

No material changes relevant to West Yorkshire planned in May 2023.

Cross-Country (Scotland – Leeds – Birmingham – South-West)

Minor adjustments planned in May 2023, with more services extending out beyond Bristol to Plymouth and Plymouth to Penzance and vice versa.

- There is an addition afternoon peak service between Sheffield (1748), Wakefield (1817), Leeds (1833) and York (1901) provided by CrossCountry as part of an additional Reading to Newcastle service. This brings valuable additional afternoon peak capacity, restoring the northbound situation prior to the pandemic.

Grand Central (Bradford Int – London King's Cross)

Only very minor adjustments planned in May 2023.

Appendix 2 – Rail Network Performance Data

How Performance Is Reported

Performance data for Northern and TransPennine Express (TPE) is summarised here. Northern and TPE provide most rail services in West Yorkshire. Links to summaries of other operators' performance data are provided.

Performance data is reported against 'to time' measures. These measures replace the familiar 'PPM' (Public Performance Measure) and are intended to represent a more 'real world' reflection of performance as experienced by passengers. The 'to time' measure records punctuality at all station stops (not just the final stop) and includes the number of trains that were either early, on time or up to '3' or '15' minutes late.

The main indicators used in this report are:

Measure	Explanation
Time to 3 T-3	Percentage of Recorded Station Stops called at within 3 minutes of the planned time.
Time to 15 T-15	Percentage of Recorded Station Stops called at within 15 minutes of the planned time.
Cancelled	Services subject to cancellation (in full or in part).

More information how rail performance is reported is available here:

<https://www.railedeliverygroup.com/punctuality.html>

Rail performance data is reported on 4-week reporting periods, numbered sequentially from 1 April each year. The main periods used in this report are:

Period	Four-week date range
P7 (23/07)	18 Sep 2022 to 15 Oct 2022
P8 (23/08)	16 Oct 2022 to 12 Nov 2022
P9 (23/09)	13 Nov 2022 to 10 Dec 2022
P10 (23/10)	11 Dec 2022 to 7 Jan 2023

Some of the charts in the report show abbreviated codes, for example '23/07'. These codes refer to the year and reporting period. The first two digits refer to the year – '23' means 2022/23, '24' means 2023/24 and so on. The latter two digits are the period in the year. So, 23/13 is the 13th reporting period in 2022/23. We will continue to work with Transport for the North to ensure the graphical summary data provides valuable insights, including to show year-on-year comparisons.

Northern

Northern operates most of the rail services in West Yorkshire.

Headline performance is summarised below.

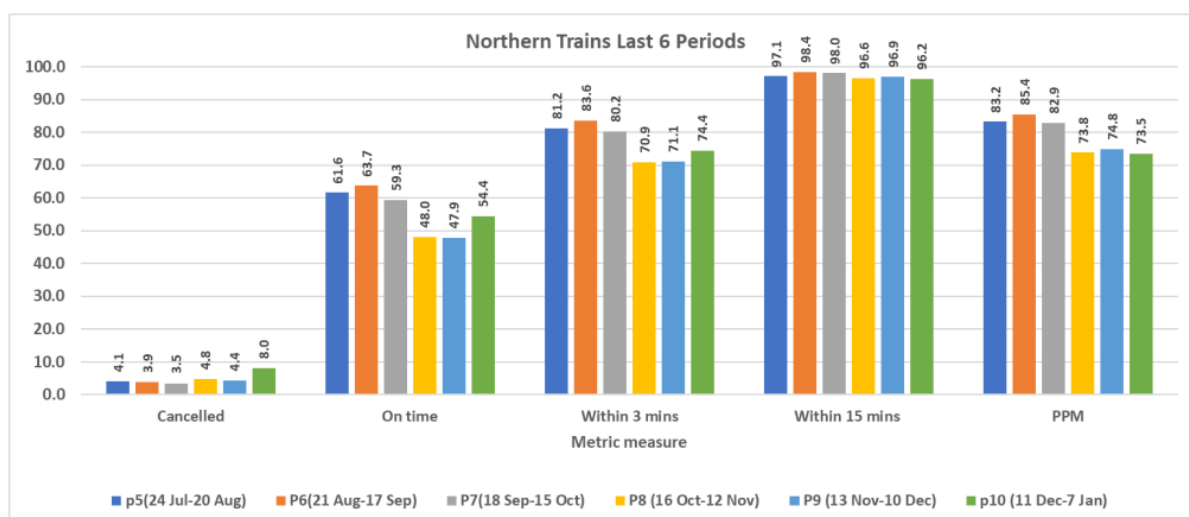
Time to 3 (% of station calls within 3 mins of planed time)	16 Oct 2022 to 12 Nov 2022	13 Nov 2022 to 10 Dec 2022	11 Dec 2022 to 7 Jan 2023
Northern overall	70.9%	71.1%	74.4%
East Region (Yorkshire and East Midlands)	69.88%	70.05%	71.68%

Cancelled	16 Oct 2022 to 12 Nov 2022	13 Nov 2022 to 10 Dec 2022	11 Dec 2022 to 7 Jan 2023
Northern overall	4.8%	4.4%	8.0%
East Region (Yorkshire and East Midlands)	3.96%	3.66%	7.17%

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

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

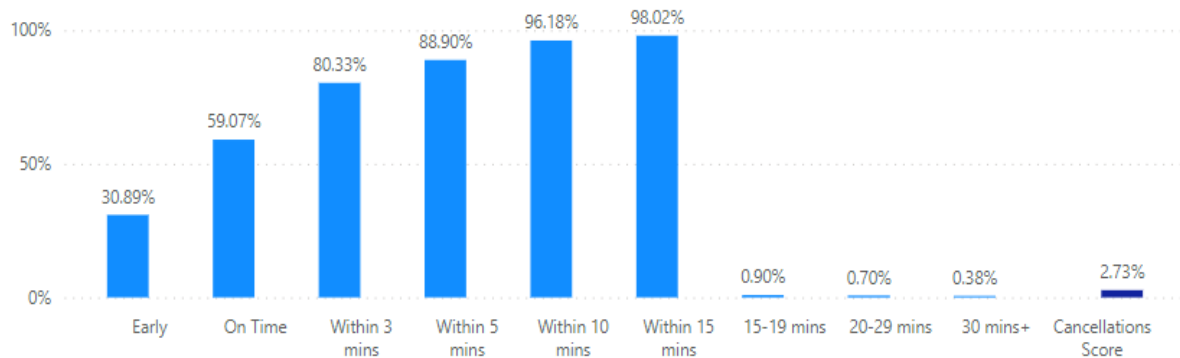
The overall trend of Northern performance for the last six 4-week reporting periods is shown in % below:



Key: Left axis: % of station calls within 3 minutes (T-3) of planned times, % of station calls within 15 minutes (T-15) of planned times, and legacy PPM measure.
Right axis: % of trains cancelled.

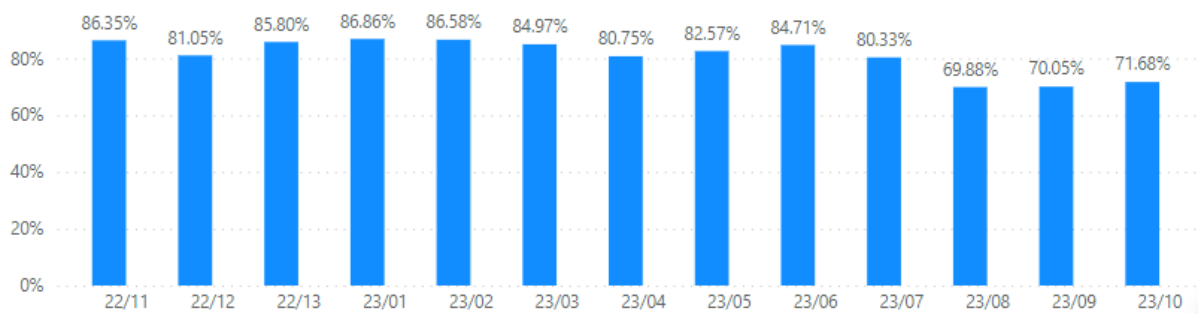
The chart below summarises Northern’s East Region (Yorkshire and East Midlands) performance from 11 Dec 2022 to 7 Jan 2023 (Period 10).

Punctuality at recorded station stops

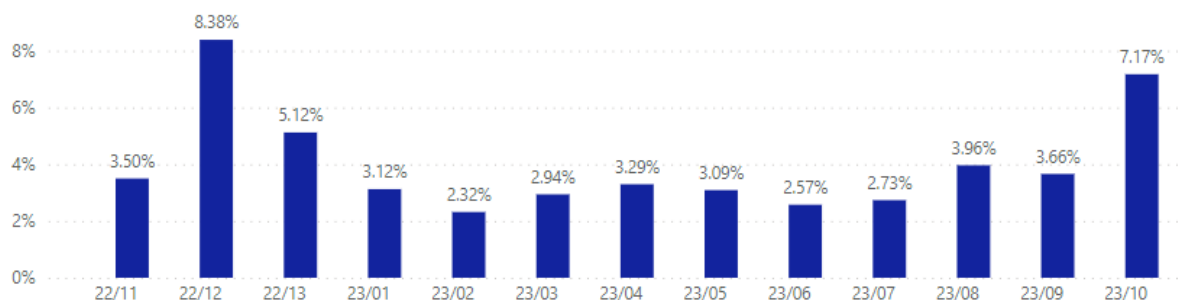


The charts below show punctuality and cancellation trends for Northern’s East Region (Yorkshire and East Midlands area) in 4-week periods from 9 Jan 2022 (Period 11 of 2021/22, represented as 21/11) to 7 Jan 2023 (Period 10 of 2022/23, represented as 23/08).

Northern East Region: % of station calls within 3 minutes of planned time



Northern East Region: % of services cancelled



TransPennine Express

TransPennine Express (TPE) operates regular services between Liverpool, Manchester, West Yorkshire, North Yorkshire and the Northeast via Leeds and Huddersfield.

Headline performance **for all TPE routes** is summarised below.

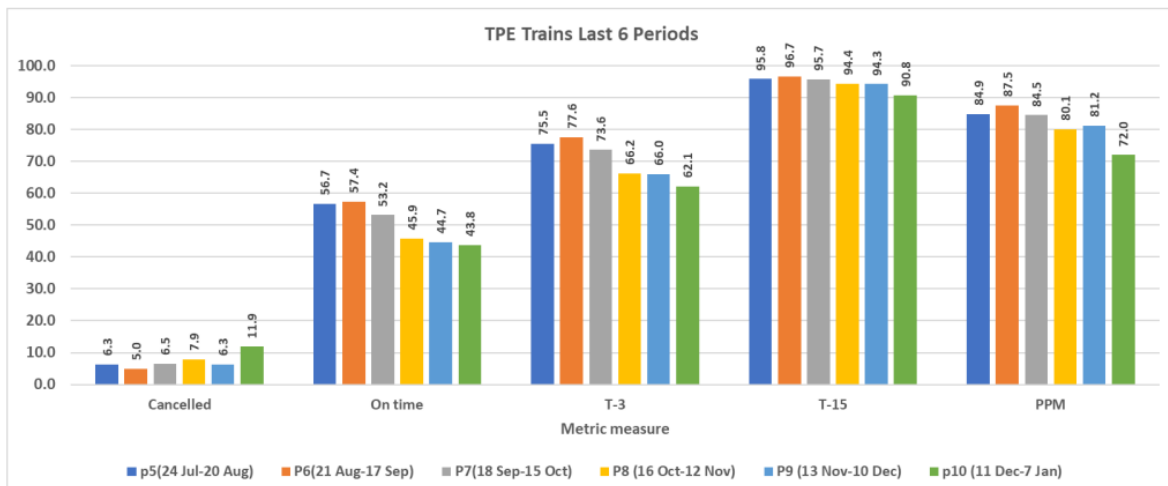
Time to 3 measures (% of station calls within 3 mins of planed time)	16 Oct 2022 to 12 Nov 2022	13 Nov 2022 to 10 Dec 2022	11 Dec 2022 to 7 Jan 2023
Overall	66.2%	66.0%	62.1%

Cancelled	16 Oct 2022 to 12 Nov 2022	13 Nov 2022 to 10 Dec 2022	11 Dec 2022 to 7 Jan 2023
Overall	7.9%	6.3%	11.9%

Note that official TPE data shown below excludes trains cancelled by 10pm the day before, though a process known as 'P-coding'. P-coding has been used extensively by TPE for much of 2022, as set out in the October 2022 report.

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

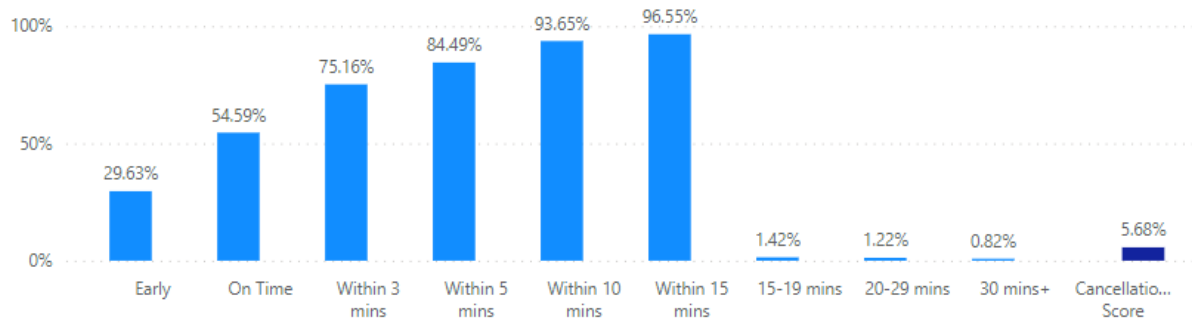
The overall trend of TPE performance for the last six 4-week reporting periods is shown in % below:



Key: Left axis: % of station calls within 3 minutes (T-3) of planned times, % of station calls within 15 minutes (T-15) of planned times, and legacy PPM measure.
Right axis: % of trains cancelled.

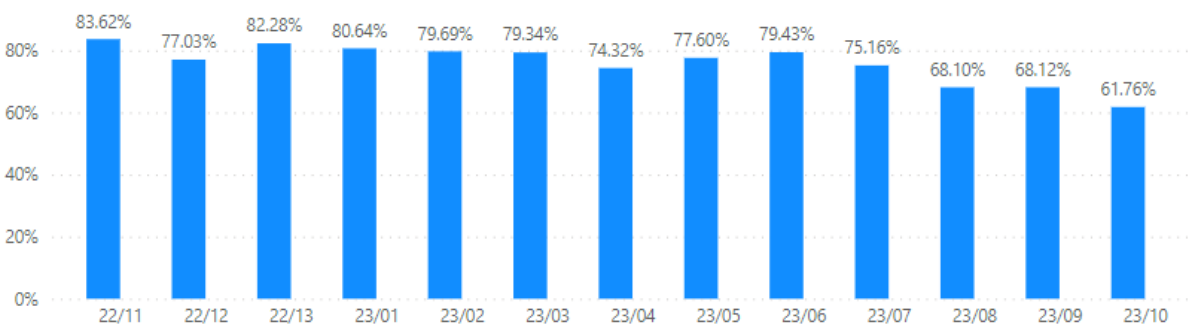
The chart below summarises TPE’s North Route (services in and through West Yorkshire) performance from 11 Dec 2022 to 7 Jan 2023 (Period 10).

Punctuality at recorded station stops

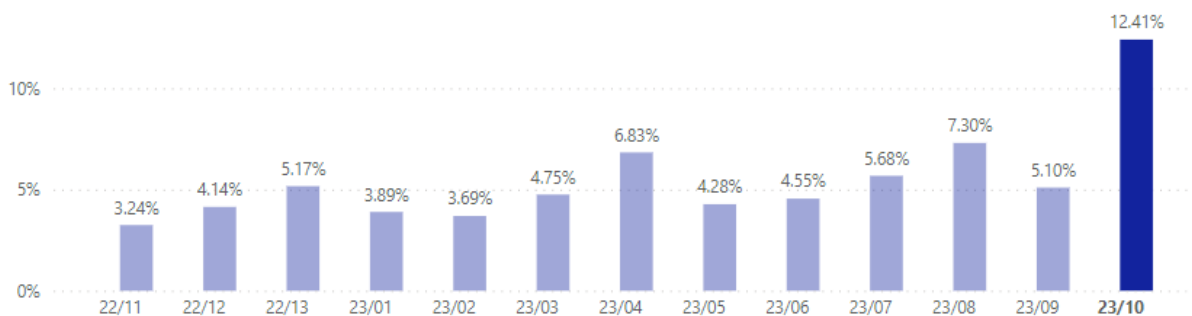


The charts below show punctuality and cancellation trends for TPE’s North Route (services in and through West Yorkshire) 9 Jan 2022 (Period 11 of 2021/22, represented as 21/11) to 7 Jan 2023 (Period 10 of 2022/23, represented as 23/08).

TPE North Route: % of station calls within 3 minutes of planned time

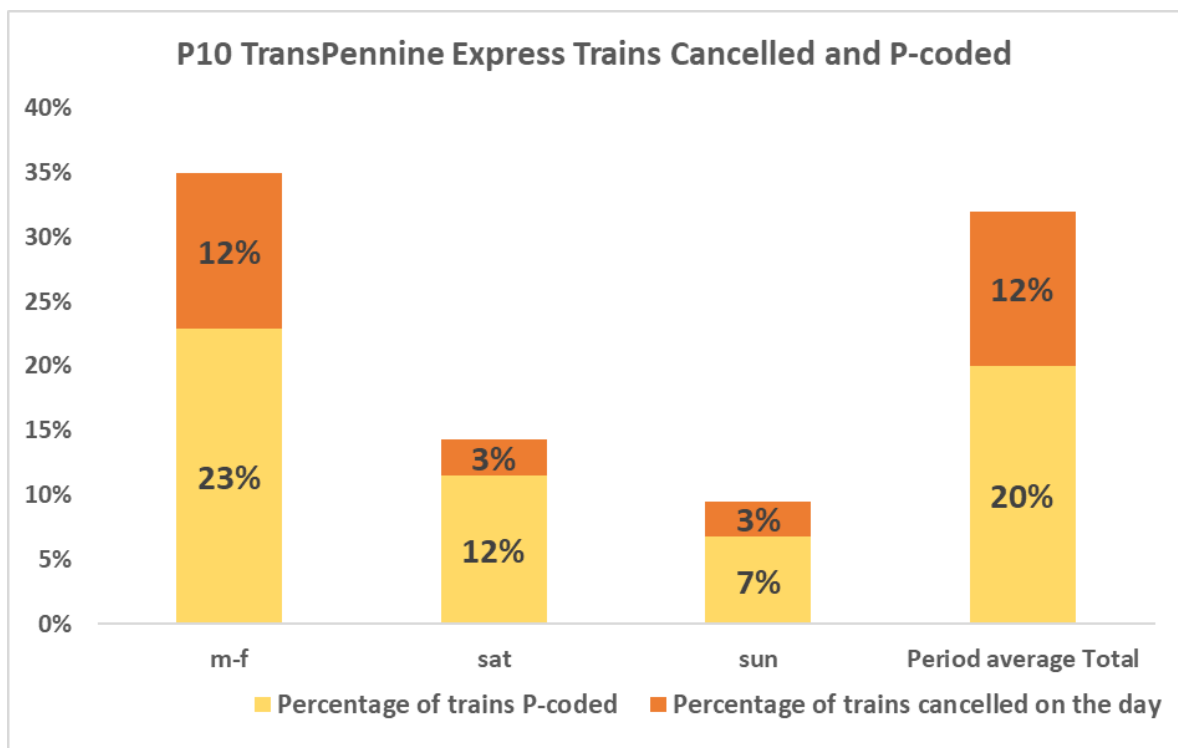
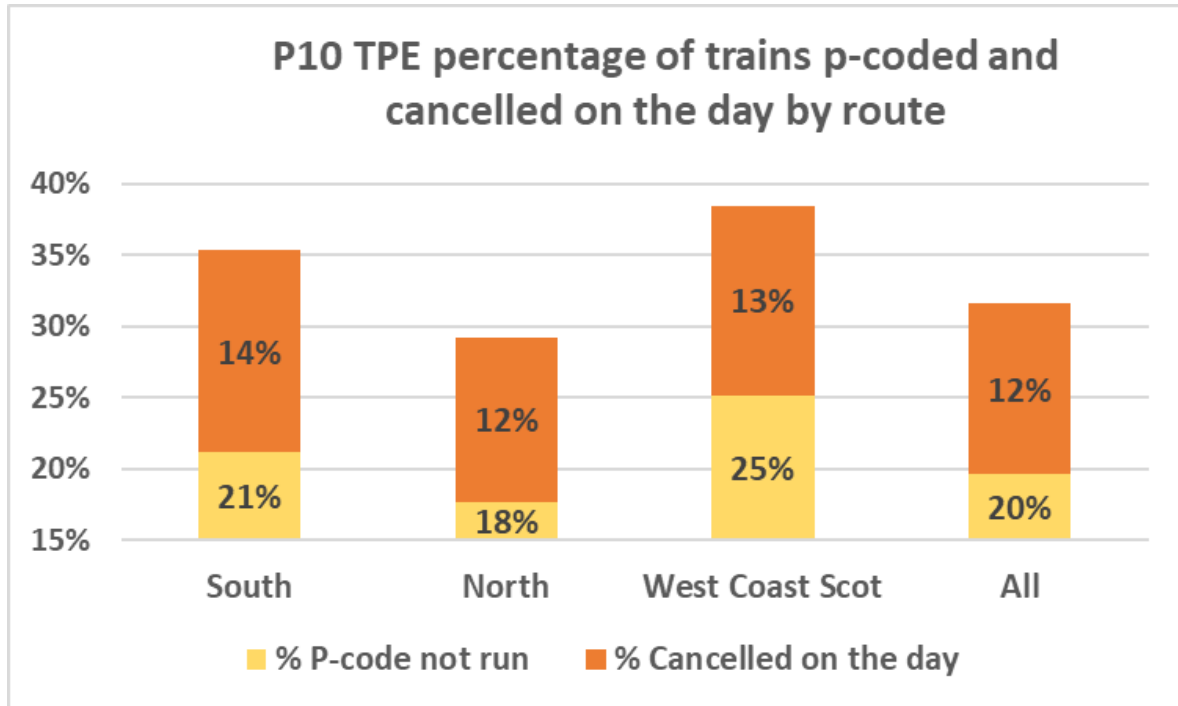


TPE North Route: % of services cancelled



The charts below show % of trains P-coded (planned cancellations notified before 22:00 on the evening before) and those cancelled on the day on TPE's service groups. P-coded trains are not counted in the TPE and Northern reported cancellations. Period 10 covers 11 December to 7 January 2023.

This data has been manually compiled.



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

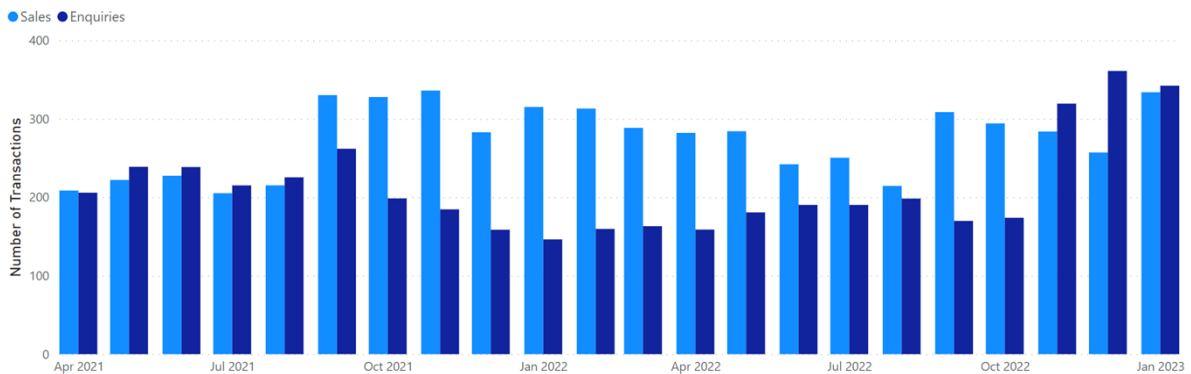
Appendix 4 - Metro Branded Activity Measures

Content below is the latest extract 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 before this, but the data is not comparable.

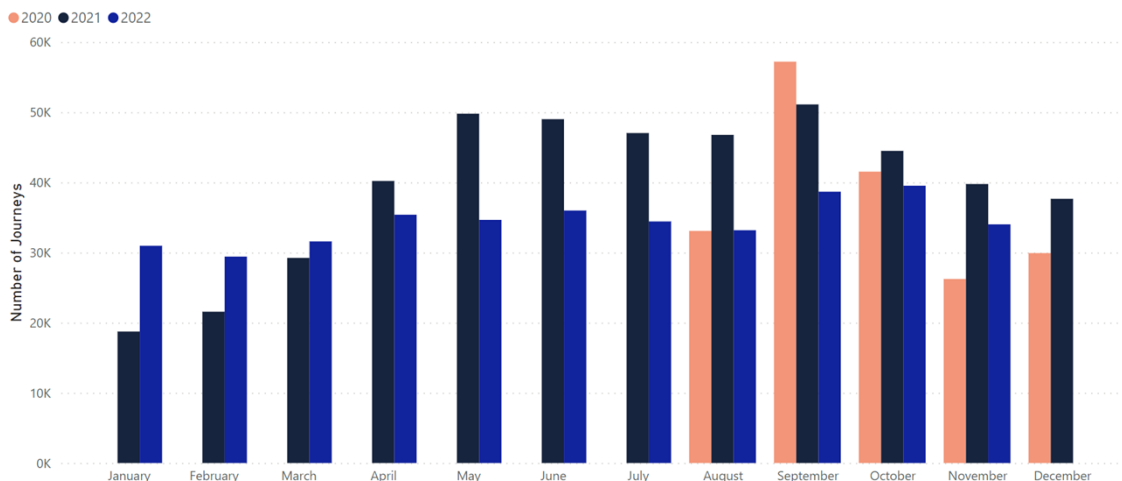
Metro Travel Centres: Average Daily Transactions



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 used in 2019, so comparable data is not available.

Number of Journeys planned using Moovit Journey Planner

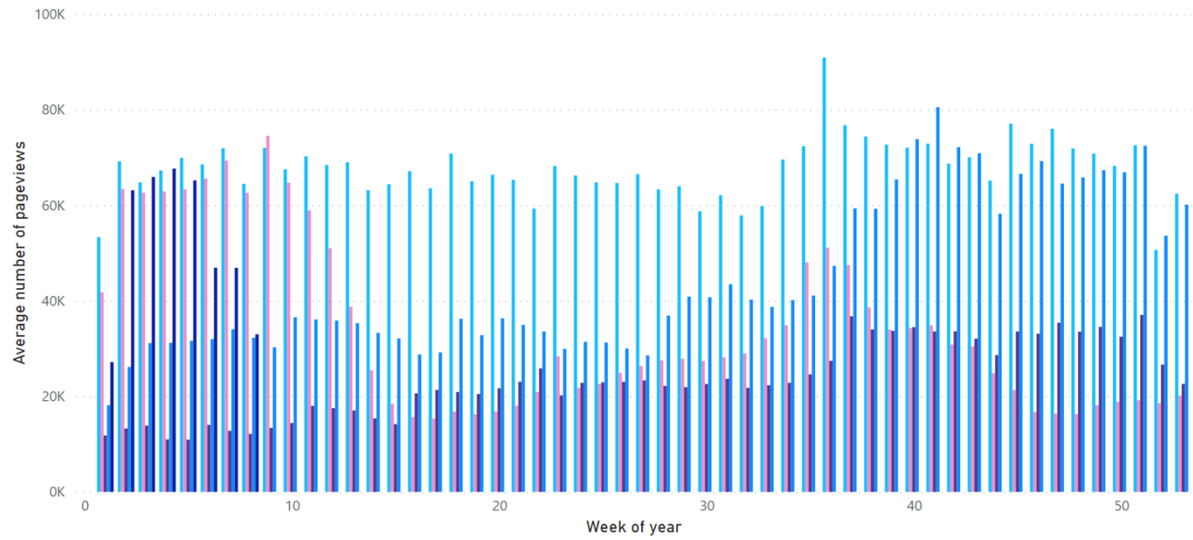


Engagement with Metro Website – www.wymetro.com

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

Metro and MCard Website Pageviews

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023

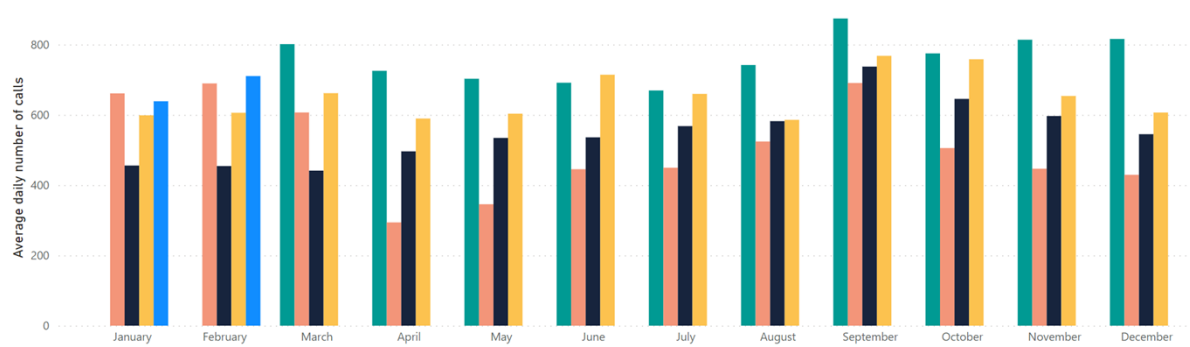


MetroLine Calls

The chart shows the average number of weekday (Monday to Friday) calls to MetroLine by month.

Metro Line Calls

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023

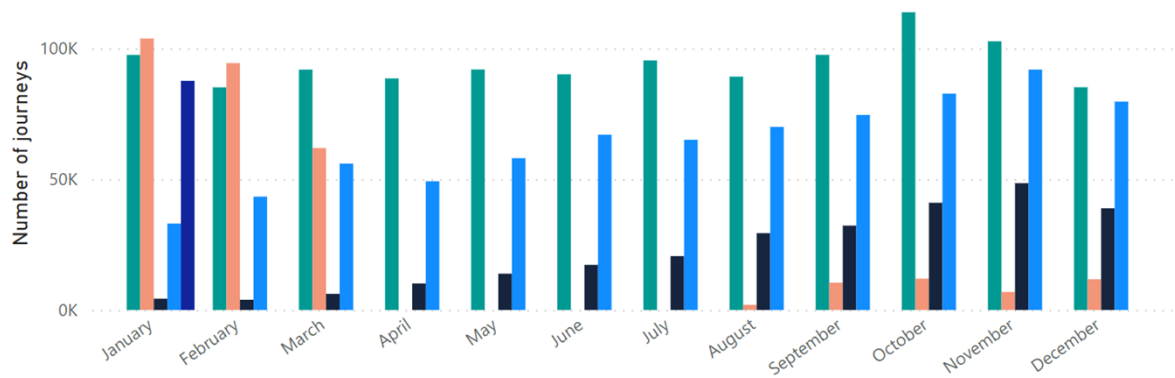


Use of Park and Ride Services

The chart shows the total number of Park and Ride journeys (using both smart and paper tickets) made by month of the year. In January 2023, the number of Park and Ride journeys was 90% of the equivalent number in January 2019 (although its worth noting Stourton Park and Ride wasn't operational in 2019).

Park & Ride Journeys

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023



This page is intentionally left blank

Report to: Transport Committee

Date: 10 March 2023

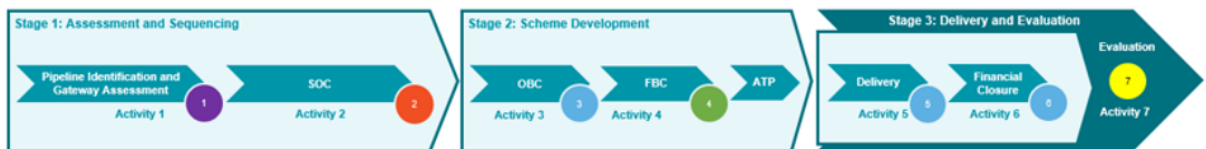
Subject: Project Approvals

Director: Dave Haskins, Director of Transport Policy and Delivery (Interim)

Author: Craig Taylor, Head of Portfolio Management and Appraisal

1 Purpose of this report

- 1.1 To report on proposals for the progression of, and funding for projects under Investment Priority 5 – Delivering Sustainable, Inclusive and Affordable Transport, within the West Yorkshire Investment Strategy (WYIS), that have been considered at stages 1, 2 and 3 of the Combined Authority’s assurance process.



- 1.2 The Transport Committee has delegated decision making authority approved by the Combined Authority on 23 June 2022. Where the Transport Committee is asked to make an approval decision this will be highlighted in the summary table and made clear in the recommendations.
- 1.3 The recommendations can be found in Section 12 of this report.

2 Report

- 2.1 This report presents proposals for the progression of schemes through the Combined Authority’s assurance process in line with the Combined Authority’s Assurance Framework. Further details on the schemes summarised below can be found as part of this report.
- 2.2 For more detail on the Combined Authority’s Assurance Framework through which each of the schemes outlined in this report are being approved is provided in **Appendix 1**.

3 Investment Priority 5 (IP5) - Delivering Sustainable, Inclusive and Affordable Transport

3.1 The West Yorkshire Investment Strategy (WYIS) sets out the Investment Priorities for the period 1 April 2021 to 31 March 2024 across six areas. In each, a number of priority project / programme areas have been identified that are the focus for intervention.

3.2 Investment Priority 5 will deliver a range of programmes and schemes which focus on:

- Creating an affordable, simple, integrated, and accessible system for people to travel anywhere by public transport
- Increasing passenger numbers on bus, rail, and future transport networks
- Improving air quality and reduction in car dominance
- Ensuring that people are enabled to make sustainable travel choices from housing and employment sites.
- Transforming access for communities of persistent poverty, where households have prolonged experiences of poverty, to employment opportunities and skills centres
- Enhancements in ticketing and travel information
- Buses being an effective and affordable mode of transport.
- Enhancing customer satisfaction with public transport.

Scheme summaries

<p>TCF Bradford Interchange Station Access Bradford</p>	<p><u>Scheme description</u></p> <p>The scheme aims to create a world-class, vibrant gateway to Bradford that enables safe, seamless interchange between all transport modes, which supports the creation of a thriving city centre, to increase investment and growth, resulting in more jobs and opportunities. This will be delivered through:</p> <ul style="list-style-type: none"> • Improvements to the interchange’s lower-level concourse to make it easy to use and a more attractive and secure environment • Clearer, more intuitive wayfinding and customer information to help users transferring between the interchange’s rail and bus stations • An attractive paved plaza outside the interchange with planting, artwork, and seating to replace the current congested taxi and drop off areas • A new, taxi rank and accessible drop off on Bridge Street • Demolition of the Hall Ings multi-storey car park and creation of a new attractive, landscaped walkway between the interchange and Hall Ings, giving pedestrians direct access to the city centre and better connections for cyclists travelling between the interchange and city centre. <p>The scheme is funded by the Transforming Cities Fund and the West Yorkshire plus Transport Fund.</p> <p><u>Impact</u></p> <p>The scheme is expected to drive up bus and rail passenger numbers and remove barriers to make it easier to walk or travel by bike between the interchange and city centre, encouraging more people to walk, cycle, or use public transport rather than cars. This will contribute to wider efforts to make Bradford city centre a safer, more welcoming and accessible place. The scheme also includes new green space in the Hall Ings walkway.</p> <p>Improving the city gateway is expected to increase investment and growth, resulting in more jobs and opportunities.</p> <p>The scheme results in a carbon saving of 417 tonnes over the 60-year appraisal period, with the operational carbon saving being sufficient to outweigh the capital carbon emissions during scheme construction.</p> <p>The value for money assessment reflects a benefit cost ratio (BCR) of 1.28:1. This is categorised as Low value for money.</p> <p><u>Decision sought</u></p> <p>Approval to proceed through decision point 3 (outline business case) and work commences on activity 4 (full business case).</p> <p>Total value of the scheme - £22,031,000</p> <p>Total value of Combined Authority funding - £22,031,000</p> <p>Funding recommendation sought - £2,054,127</p> <p>A decision by the Transport Committee using the delegated authority from the Combined Authority is sought as part of this report</p>
--	---

Other decisions relevant to the Transport Committee

3.3 Since project approvals were last reported to the Transport Committee on 16 December 2022, the following decisions have been made which are relevant to the Transport Committee.

Decisions made by the Combined Authority on 2 February 2023

3.4 The following schemes have recently been assessed in line with the Combined Authority's assurance process and approved by the Combined Authority.

3.5 The full agenda and papers for the meeting can be found on the [Combined Authority website here](#).

<p>Transformational – North East Calderdale Calderdale</p>	<p>Approval of decision point 2 (strategic outline case) and for work to commence on activity 3 (outline business case).</p> <p>Funding approved - £1,560,000</p> <p>Total indicative value of the scheme - £78,400,000 to £88,100,000</p> <p>Total indicative value of Combined Authority funding - £4,300,000.</p>
<p>CRSTS Asset Management and Enhancement Programme and Off Highway Walking and Cycling Network Wakefield, Bradford, Calderdale, Kirklees, Leeds</p>	<p>Approval of decision point 2 (strategic outline case) and decision point 4 (full business case) and to continue work on activity 5 (delivery) for the financial year 2022/23 and quarter 1 of 2023/24.</p> <p>Funding approved:</p> <ul style="list-style-type: none"> • £24,800,000 of development and delivery costs for quarter 3 and quarter 4 of 2022/3 for CRSTS Asset Management Programme (year 1) plus £12,400,000 for quarter 1 of 2023/24 (year 2). • £344,000 of development and delivery costs for quarter 3 and quarter 4 of 2022/23 for the Off Highway Walking and Cycling network programme plus £172,000 for quarter 1 of 2023/24 (year 2). <p>Total indicative value of the scheme:</p> <ul style="list-style-type: none"> • £248,000,000 for CRSTS Asset Management and • £3,440,000 for Off Highway Walking and Cycling Network <p>Total indicative value of Combined Authority funding:</p> <ul style="list-style-type: none"> • £248,000,000 for CRSTS Asset Management and • £3,440,000 for Off Highway Walking and Cycling Network

<p>CRSTS Network Management Renewals and Enhancements</p> <p>Wakefield, Bradford, Calderdale, Kirklees, Leeds</p>	<p>Approval of decision point 2 (strategic outline case) and for work to commence on activity 5 (delivery).</p> <p>Funding approved - £1,862,500 of development and delivery costs for quarter 3 and quarter 4 of 2022/3 (year 1) plus £931,250 for quarter 1 of 2023/24 (year 2).</p> <p>Total value of the scheme - £25,000,000</p> <p>Total value of Combined Authority funding - £25,000,000</p>
<p>CRSTS Safer Roads</p> <p>Wakefield, Bradford, Calderdale, Kirklees, Leeds</p>	<p>Approval of decision point 2 (strategic outline case) and decision point 4 (full business case) and for work to commence on activity 5 (delivery).</p> <p>Funding approved - £2,500,000 of development and delivery costs for quarter 3 and quarter 4 of 2022/3 (year 1) plus £1,250,000 for quarter 1 of 2023/24 (year 2).</p> <p>Total value of the scheme - £25,000,000</p> <p>Total value of Combined Authority funding - £25,000,000</p>
<p>Leeds City Centre – City Square Plus – Thirsk Row</p> <p>Leeds</p>	<p>Approval of the change request for £939,000 to progress the scheme to activity 5 (delivery) and to extend the delivery timescale to July 2023.</p> <p>Funding approved - £939,000</p> <p>Total value of the Thirsk Row scheme - £1,500,000</p> <p>Total value of the City Square Plus scheme - £12,174,000</p> <p>Total value of Combined Authority funding - £12,024,000</p>

3.6 The following decision points and change requests have been assessed in line with the Combined Authority’s assurance process and approved through the agreed delegations to:

Decisions made by the Combined Authority’s Chief Executive

<p>Corridor Improvement Programme A6177 Great Horton Road – Horton Grange Road</p> <p>Bradford</p>	<p>Approval to the change request for the Corridor Improvement Programme A6177 Great Horton Road – Horton Grange Road scheme to increase the indicative funding by £1,800,000 to £6,257,000</p> <p>Funding approved: £1,800,000</p> <p>Total indicative value of the scheme: £6, 257,000</p> <p>Total indicative value of Combined Authority funding: £6,257,000</p>
<p>Corridor Improvement Programme A6177 Thornton Road – Toller Lane</p> <p>Bradford</p>	<p>Approval to the change request for the Corridor Improvement Programme A6177 Thornton Road – Toller Lane to reduce the indicative funding by £1,800,000 to £10,210,000</p> <p>Funding approved: -£1,800,000</p> <p>Total indicative value of the scheme: £10,210,000</p> <p>Total indicative value of Combined Authority funding: £ TBC</p>

3.7 Under the delegation, no additional funding was approved, due to the indicative funding being reduced for the Corridor Improvement Programme A6177 Thornton Road – Toller Lane scheme. The decisions were made by the

Chief Executive following a recommendation from the Combined Authority's Programme Appraisal Team.

Decisions made by the Combined Authority's Chief Operating Officer

<p>Glasshoughton Southern Link Road Wakefield</p>	<p>Approval to the project closure report for the Glasshoughton Southern Link Road scheme and for the scheme to proceed through decision point 6 and work continue towards Monitoring and Evaluation closure.</p> <p>Funding approved: £ nil</p> <p>Total value of the scheme: £5,409,059</p> <p>Total value of Combined Authority funding: £5,409,059</p>
<p>Wakefield Eastern Relief Road Wakefield</p>	<p>Approval to the project closure report for the Wakefield Eastern Relief Road scheme and for the scheme to proceed through decision point 5 and work to continue towards financial closure (DP6) and Monitoring and Evaluation closure.</p> <p>Funding approved: £ nil</p> <p>Total value of the scheme: £37,593,000</p> <p>Total value of Combined Authority funding: £37,593,000</p>
<p>Leeds Station Gateway – New Station Street Leeds</p>	<p>Approval to the project closure report for the Leeds Station Gateway – New Station Street project, and for the scheme to proceed through decision points 5 and 6 (delivery & financial closure) and work to continue towards monitoring & evaluation closure</p> <p>Funding approved: £ nil</p> <p>Total value of the scheme: £2,007,220</p> <p>Total value of Combined Authority funding: £2,007,220</p>
<p>TCF: A639 Bus – Cycle – Walking Improvements Leeds / Wakefield</p>	<p>Approval to the change request for the A639 Bus – Cycle – Walking Improvements scheme to change Senior Responsible Officer duties to Leeds City Council from Wakefield City Council and to release further development funding of £450,000.</p> <p>Funding approved: £450,000</p> <p>Total indicative value of the scheme: £10,860,000</p> <p>Total indicative value of Combined Authority funding: £10,860,000</p>
<p>TCF: A61 Bus – Cycle – Walking Improvements Leeds / Wakefield</p>	<p>Approval to the change request for the A61 Bus – Cycle – Walking Improvements scheme to change the Senior Responsible Officer and lead promoter to Leeds City Council from Wakefield City Council and to release further development funding of £450,000.</p> <p>Funding approved: £450,000</p> <p>Total indicative value of the scheme: £11,568,000</p> <p>Total indicative value of Combined Authority funding: £11,568,000</p>

<p>TCF: A64 Bus – Cycle – Walking Improvements Leeds</p>	<p>Approval to the change request for the A64 Bus – Cycle – Walking Improvements scheme to release further development costs of £715,000, taking the total approval to £1,395,400</p> <p>Funding approved: £715,000</p> <p>Total indicative value of the scheme: £22,000,000</p> <p>Total indicative value of Combined Authority funding: £2,680,400 (as per inflation review approval)</p>
<p>City Connect Phase 3 – Canals – Leeds Liverpool – Shipley Bradford</p>	<p>Approval to the project closure report for the City Connect Phase 3 – Canals – Leeds Liverpool - Shipley project, and for the scheme to proceed through decision point 5 and work to continue on financial closure and Benefits Realisation</p> <p>Funding approved: £ nil</p> <p>Total value of the scheme: £1,981,000</p> <p>Total value of Combined Authority funding: £1,331,539</p>
<p>Leeds Inland Port Leeds</p>	<p>Approval to the project closure report for the Leeds Inland Port project and for the scheme to proceed through decision points 5 and 6 (delivery & financial closure) as the scheme did not proceed to delivery.</p> <p>Funding approved: £ nil</p> <p>Total value of the scheme: £ nil</p> <p>Total value of Combined Authority funding: £ nil</p>

3.8 Under the delegation £1,615,000 was approved. The decisions were made by the Combined Authority’s Chief Operating Officer, following a recommendation from the Combined Authority’s Programme Appraisal Team.

4 Information

4.1 The Combined Authority’s assurance framework requires that formal approval is given to the following elements of a scheme as part of its development:

- The progression of a scheme through a decision point to the next activity.
- Indicative or full approval to the total value of the scheme funding requested.
- The Combined Authority’s entry into a funding agreement with the scheme’s promoter.
- The assurance pathway and approval route for future decision points.
- The scheme’s approval tolerances.

4.2 This report provides information required to enable the Combined Authority to approve each of the above elements.

Projects in Stage 1: Assessment and Sequencing

4.3 There are no schemes to review at this stage.

Projects in Stage 2: Scheme development

Project Title	TCF Bradford Interchange Station Access
Stage	2 (scheme development)
Decision Point	3 (outline business case)

Is this a key decision?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for call-in by Scrutiny?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information or appendices?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, state paragraph number of Schedule 12A, Local Government Act 1972, Part 1:		
Are there implications for equality and diversity?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Background

- 4.4 As part of the Government's Industrial Strategy and the National Productivity Investment Fund, the Transforming Cities Fund (TCF) aims to drive up productivity through improved connections between urban centres and suburbs. To do this, the TCF provides a significant opportunity to invest in infrastructure to improve public and sustainable transport connectivity in some of England's largest cities.
- 4.5 The TCF programme is organised into three themes which focus on improving public transport and cycling corridors, improving accessibility to key locations, and improving transport hubs and Interchange facilities.
- 4.6 This scheme is currently being funded from the Transforming Cities Fund (TCF) and the West Yorkshire plus Transport Fund (WY+TF).
- 4.7 The ability of Bradford Interchange to act as a worthy gateway to the city is currently limited by:
- Its location, hidden behind unattractive buildings, including the multi-storey car park on Hall Ings
 - The poor quality of its facilities, especially in the lower-level concourse which is the entrance / exit point for the rail and bus stations
 - Hall Ings acting as a barrier for pedestrians walking between the interchange, and the wider city centre.

- 4.8 The scheme's vision is to create a world-class, vibrant gateway to Bradford that enables safe, seamless interchange between all transport modes, that supports the creation of a thriving city centre, driving jobs, opportunity and economic growth, addressing the challenges and achieving the vision through:
- Improvements to the facilities and environment in the interchange's lower-level concourse to make it more attractive, secure, and easy to use
 - Clearer, more intuitive wayfinding and customer information to help users transferring between the interchange's rail and bus stations
 - An attractive paved plaza outside the interchange with planting, artwork and seating to replace the current congested taxi and drop off areas.
 - A new, easily accessible taxi rank and accessible drop off on Bridge Street.
 - Demolition of the unattractive Hall Ings multi-storey car park, with enabling works carried out during full business case development to minimise any potential for delays in the scheme programme.
- 4.9 A new attractive, landscaped walkway between the interchange and Hall Ings, giving pedestrians direct access to the city centre and its attractions and better connections for cyclists travelling between the interchange and city centre. The scheme links to the Strategic Economic Framework (SEF) priorities of:
- Boosting Productivity
 - Enabling Inclusive Growth
 - Tackling the Climate Emergency, and
 - Delivering 21st Century Transport.
- 4.10 The scheme also directly supports several of the Mayor's pledges, including prioritising skills and training, supporting local businesses and the economy, and tackling the climate emergency.
- 4.11 A summary of the scheme's business case and location map is included in **Appendix 2**.

Tackling the Climate Emergency Implications

- 4.12 The scheme is expected to drive up passenger numbers for bus and rail, promoting a shift from car to public transport and will remove barriers to cycling and walking, promoting a shift from motorised vehicles.
- 4.13 The scheme will provide new green space in the new walkway from the interchange to Hall Ings
- 4.14 The scheme is expected to deliver 417 tonnes of carbon dioxide equivalent (CO₂e) savings over the 60-year appraisal period, with the operational carbon savings over this period outweighing the capital carbon emissions produced during construction.

Outputs and Benefits

4.15 The scheme outputs and benefits include:

- A high-quality route between the interchange and city centre providing easier access to employment, training, and learning opportunities and cultural activities
- Improving the quality of the interchange and its approaches to produce a more attractive gateway to the city
- Increase in number of rail and bus users using the interchange
- An improved interchange, better able to accommodate the forecast future growth in passengers, through improvements including upgrading staircases, installation of a changing places toilet and more seating.
- Reduction in walking time from interchange to key city points as a result of improved access to Bridge Street and the Hall Ings walkway
- Taxi and drop off facilities which are more accessible and attractive
- Better connectivity between different transport types
- The scheme presents a Benefit Cost Ratio (BCR) of 1.28:1 which is categorised as Low value for money. Government guidance advises that the BCR is only one factor in the appraisal and factors such as a strong strategic case can be considered when considering the overall business case.

Inclusive Growth Implications

4.16 The scheme inclusive growth implications include:

- Removing barriers to healthy low-cost active travel (cycling and walking).
- Improving the accessibility and attractiveness of public transport.
- Improved access to the city centre and the surrounding areas for employment, education, retail, and leisure purposes.
- Improving a key gateway into Bradford city centre which is expected to drive up investment, creating more jobs and opportunities.

Equality and Diversity Implications

4.17 An Equality Impact Assessment (EqIA) has been undertaken for the scheme and equality and diversity impacts taken account of as part of the development of the scheme and the business case development.

4.18 The scheme provides a landscaped, traffic free walkway linking Hall Ings to the interchange and a new plaza to the front of the interchange which provides an accessible and more welcoming gateway, improving perceptions of safety and security which will benefit protected characteristic groups.

4.19 The internal improvements to the interchange improve accessibility through new seating, better signing and wayfinding, improved stairs, handrails, and lighting.

- 4.20 The scheme will deliver improved access to key employment, education, community and recreational facilities via improved connectivity and pedestrianisation of the area, benefitting protected characteristic groups that are more likely to experience isolation and social exclusion.
- 4.21 The scheme will reduce noise and improve air quality through reduced traffic benefitting protected characteristic groups.
- 4.22 There may be some potential detrimental impacts to accessibility due to the taxi rank, blue badge parking and drop off area being moved further from the interchange entrance onto a street which has a gradient. There are also potentially some detrimental impacts during construction works which can be mitigated via the Construction Travel Plan which will be produced in the next stage of scheme development.

Risks

- 4.23 The scheme risks include:
- No agreement to use third-party land, mitigated by City of Bradford Metropolitan District Council (CBMDC) seeking agreement with the third party. Engagement is already underway with a view to secure agreement in advance of submission of the scheme's full business case.
 - Scheme is not delivered in time for Bradford's City of Culture 2025 event, mitigated by liaison between the Combined Authority and CBMDC to explore opportunities to reduce delivery timeframes.
 - Increased costs due to inflation. This will be mitigated through a range of measures including using robust inflation checks against relevant indices during business case development, to ensure forecasts are accurate, using Balfour Beatty Group's procurement to secure, labour, plant, and materials at framework rates, using the group's negotiated rate and negotiating and placing bulk orders for materials.
 - Not gaining approval from stakeholders, especially taxi operators and mobility groups, mitigated by ongoing consultation with stakeholders and where feasible / agreed, stakeholder feedback will be considered in the development of the detailed design.

Costs

- 4.24 The total scheme costs are £22,031,000.
- 4.25 The Combined Authority's contribution is £22,031,000 in total, comprising £5,650,000 from West Yorkshire plus Transport Fund and £16,381,000 from the Transforming Cities Fund (TCF).
- 4.26 Approval is sought for development costs and enabling works totalling £2,054,127. This brings the total scheme approval to £8,751,849. The Combined Authority, subject to decision point 3 approval (outline business case), will need to enter into an addendum to the existing funding agreement with CBMDC for expenditure of up to £8,751,849.

Assurance Pathway and Approval Route

Assurance pathway	Approval route	Forecast approval date
3 (outline business case)	Recommendation: Combined Authority's Programme Appraisal Team Decision: Transport Committee	10/03/2023
4 (full business case)	Recommendation: Combined Authority's Programme Appraisal Team Decision: Combined Authority's Chief Executive	26/07/2023
Approval to Proceed	Recommendation: Combined Authority's Programme Appraisal Team Decision: Combined Authority's Chief Operating Officer	27/09/2023
5 (delivery)	Recommendation: Combined Authority's Programme Appraisal Team Decision: Combined Authority's Chief Operating Officer	06/06/2025

Other Key Timescales

- May 2023 - Commence demolition of car park
- November 2023 - Start construction
- January 2024 - Complete demolition of car park
- December 2024 – Major works completion
- June 2025 – Minor works and full scheme completion

Assurance Tolerances

Assurance tolerances
<p>Combined Authority costs remain within +5% of those outlined in this report.</p> <p>Delivery (DP5) timescales remain within 6 months of those outlined in this report.</p> <p>Benefits:</p> <p>Bus User Benefits remain within -10% of those stated in the outline business case.</p> <p>Rail User Benefits remain within -10% of those stated in the outline business case.</p> <p>Pedestrian walking time benefits remain within -10% of those stated in the outline business case.</p>

Appraisal Summary

- 4.27 The scheme presents a strong strategic case with the case for change and investment clearly set out and links to several Strategic Economic Framework

(SEF) priorities. The scheme also directly supports several West Yorkshire Mayoral Pledges and supports policy at national, regional, and local levels.

- 4.28 The scheme forms part of the Bradford city centre TCF programme and has close links to the TCF Bradford City Centre Cycling and Walking Improvements scheme.
- The business case demonstrates the demand for the scheme and includes a clear procurement strategy. Affordability has been demonstrated with the scheme costs being fully funded from a combination of funding from the WY+TF and TCF.
 - The economic case is less well established with the scheme currently returning a benefit cost ratio (BCR) of 1.28:1, which represents low value for money. There are also some concerns arising in the appraisal which may mean that the BCR could be lower, meaning the actual category could be Poor value for money. Government guidance advises that the BCR is only one factor in the appraisal and factors such as a strong strategic case can be considered when considering the overall business case. The BCR position will become clearer in the next stage of scheme development.
- 4.29 The management case highlights concern around stakeholder engagement, some of which may be seen to exacerbate risks associated with securing third party agreements which are essential to deliver the scheme. However, further engagement work will be carried out and the position on the third-party agreements should become clearer.
- 4.30 Overall, the submission offers sufficient assurance to recommend that the outline business case be approved, and work commences on development of the full business case.

Recommendations

- 4.31 The Transport Committee approves that:
- (i) The TCF Bradford Interchange Access scheme proceeds through decision point 3 (outline business case) and work commences on activity 4 (full business case).
 - (ii) Development costs of £2,054,127 are approved in order to progress the scheme to decision point 4 (full business case) taking the total scheme approval to £8,751,849.
 - (iii) The Combined Authority enters into an addendum to the existing funding agreement with City of Bradford Metropolitan District Council for expenditure of up to £8,751,849.
 - (iv) Future approvals are made in accordance with the assurance pathway and approval route outlined in this report. This will be subject to the scheme remaining within the tolerances outlined in this report.

Projects in Stage 3: Delivery and Evaluation

4.32 There are no schemes to review at this stage.

5 Tackling the Climate Emergency implications

5.1 The Climate Emergency implications have been considered on all projects included in this report as part of their business case development.

6 Inclusive Growth implications

6.1 The inclusive growth implications have been considered on all projects included in this report as part of their business case development.

7 Equality and Diversity implications

7.1 Equality Impact Assessments (EqIA) have been undertaken on all projects included in this report as part of their business case development.

8 Financial implications

8.1 The report seeks endorsement to expenditure from the available Combined Authority funding as set out in this report.

9 Legal implications

9.1 The payment of funding to any recipient will be subject to a funding agreement being in place between the Combined Authority and the organisation in question.

10 Staffing implications

10.1 A combination of Combined Authority and local partner council project, programme and portfolio management resources are, or are in the process of, being identified and costed for within the scheme in this report.

11 External consultees

11.1 Where applicable scheme promoters have been consulted on the content of this report.

12 Recommendations (Summary)

TCF Bradford Interchange Station Access

12.1 The Transport Committee approves that:

- (i) The TCF Bradford Interchange Access scheme proceeds through decision point 3 (outline business case) and work commences on activity 4 (full business case).
- (ii) Development costs of £2,054,127 are approved in order to progress the scheme to decision point 4 (full business case) taking the total scheme approval to £8,751,849.
- (iii) The Combined Authority enters into an addendum to the existing funding agreement with City of Bradford Metropolitan District Council for expenditure of up to £8,751,849.
- (iv) Future approvals are made in accordance with the assurance pathway and approval route outlined in this report. This will be subject to the scheme remaining within the tolerances outlined in this report.

13 Background Documents

13.1 None as part of this report.

14 Appendices

Appendix 1 - Assurance Framework

Appendix 2 – TCF Bradford Interchange Station Access – Business Case Summary

This page is intentionally left blank



Project Approvals

Appendix 1 - Assurance Framework

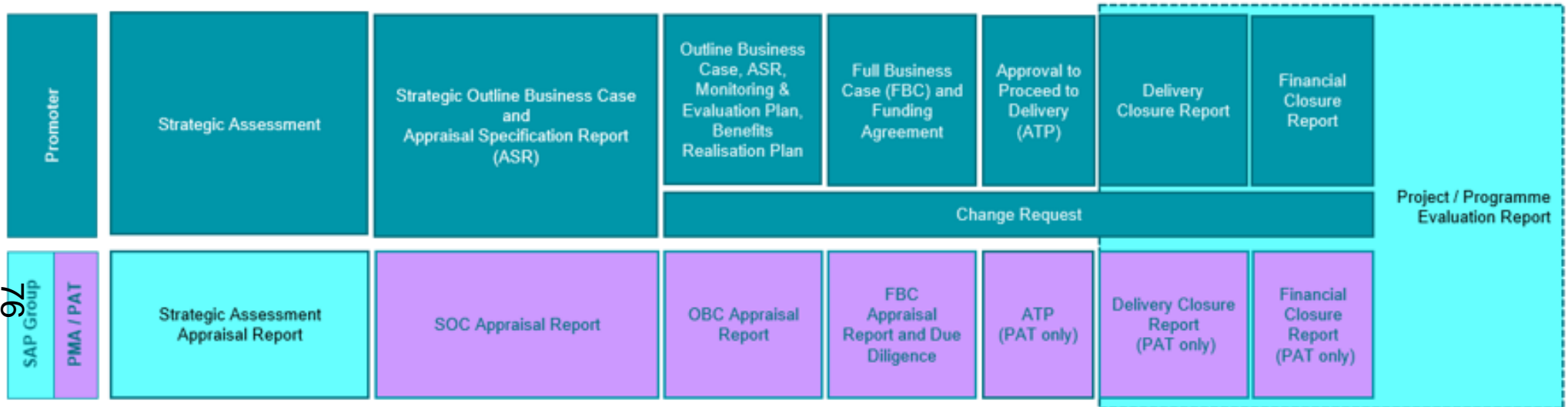
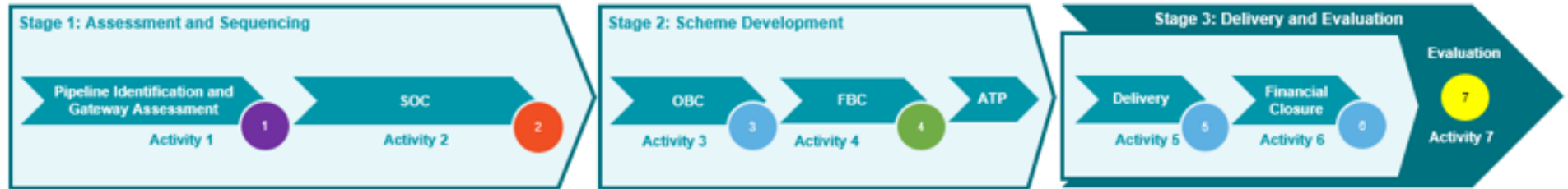
1 Assurance Framework

- 1.1 The Combined Authority's Assurance Framework was developed in 2015 as part of the Growth Deal with Government. Its purpose is to ensure that the necessary systems and processes are in place to manage funding effectively, and to ensure the successful delivery of the Strategic Economic Framework (SEF) ambitions and the West Yorkshire Investment Strategy (WYIS).
- 1.2 The Framework's focus is to ensure that necessary practices and standards are implemented to provide the Government, Combined Authority, the Leeds Enterprise Partnership (LEP) and local partners with assurance that decisions over funding (and the means by which these decisions are implemented) are proper, transparent and deliver value for money. It covers all projects and programmes funded from Government or local sources that flow through the LEP and Combined Authority and must be reviewed annually, as stipulated by Government.

Assurance Process

- 1.3 The process is flexible, in that each project or programme will be set a bespoke approval pathway and approval route to be followed. This may be to delegate decisions to a Committee, Managing Director (MD) etc. or it may be that certain decision point (activity) approvals are not required, or that bid documents to other government departments can be utilised. Furthermore, development costs can be funded at decision point 1 and beyond.
- 1.4 Approval is required at Combined Authority (CA) for all programmes and projects at least once in their lifetime and this is usually at decision point 2 (Strategic Outline Case). The Assurance Pathway and Approval Route is also set at this point.
- 1.5 At FBC (Decision Point 4), the Programme Appraisal Team (PAT) sets conditions that must be met before full approval of funding is given and the project has Approval to Proceed to Delivery (Activity 5).
- 1.6 In line with the revised Green Book, in assessing value for money, a stronger emphasis can now be placed on the strategic case and how the strategic objectives and priorities of the Combined Authority will be met through the delivery of the project. This might for example include, but not limited to, supporting the climate change and good growth agenda (the Combined Authority aims to achieve net-zero by 2038), supporting an increase in active mode and public transport use and / or supporting / accelerating housing development. The specific approach will be determined on a programme by programme basis as funding and investment streams come forward.
- 1.7 The Assurance Process is set out below:

Assurance Process



KEY: ● Key Decision Point (CA Approval Required) ● Key Decision Point (Committee Approval may be required) ● Decision Point (Committee Approval may be required) ● Decision Point ● Reporting Point

Stage 1: Assessment and Sequencing

- 1.8 Programmes / schemes will start to be developed through an ongoing dialogue with the Region's businesses, third sector and public organisations, in line with the West Yorkshire Investment Strategy (WYIS). Schemes will access funding through either a commissioning process or through open calls. Programmes / schemes will be assessed through a Strategic Assessment (an early-stage gateway check and challenge review) to determine if they are eligible to proceed (Decision Point 1).
- 1.9 If approved the scheme will progress to strategic outline case (SOC), where schemes will be expected to demonstrate a strategic fit in terms of project outcomes and set out their proposed approach to establishing value for money (VfM). At this stage, a long list of options will be considered with a shortlist being presented in the SOC. Consultation at this stage will be limited, but will be a key to the next activity, outline business case (OBC) in Stage 2. At this stage, funding may be sought to enable work to progress on the OBC. Schemes will also be required to submit an Appraisal Specification Report (ASR). It is at the end of this stage where the Combined Authority approve the indicative funding, approval pathway and route and tolerance levels (Decision Point 2).

Stage 2: Scheme Development

- 1.10 If approved the scheme will progress to OBC unless the approval pathway set at decision point 2 does not require this. The OBC should revisit the options identified within the SOC to identify the option which optimises public value, confirm the affordability of the scheme, and put in place the arrangements to ensure successful delivery. The OBC should be prepared in accordance with the Green Book five-case model and should include a draft Monitoring and Evaluation Plan and a Benefit Realisation Plan. The economic case must be developed in consistency with the agreed ASR. Guidance will be provided to scheme promoters around the level of detail to be submitted at this stage with regards to proportionality of the business case. The scheme will be presented for approval by the decision-maker (decision point 3) as set out in the approval pathway and route approved at decision point 2.
- 1.11 If approved the scheme will progress to full business case (FBC) which will confirm the contractual arrangements for the preferred option. Affordability of the scheme is reiterated, and the scheme puts in place the final arrangements for delivery and monitoring and evaluation of the scheme. A Monitoring and Evaluation Plan and a Benefit Realisation Plan are mandatory products at this stage. The FBC should also be prepared in accordance with the five-case model and any conditions set at OBC should be resolved. The economic case must be developed in consistency with the agreed ASR. The scheme will be presented for approval by the decision-maker (decision point 4) as set out in the approval pathway and route approved at decision point 2.
- 1.12 The FBC approval will be granted with a condition that the scheme remains within set conditions. Where this condition has been met Approval to Proceed into Delivery (Activity 5) will be granted by the Managing Director (or by an

officer under sub-delegated authority from the Managing Director). If the condition(s) is not met, the project will be required to re-submit the FBC.

- 1.13 A Single Stage Business Case, called Business Justification, has now been introduced for transport and non-transport projects that are either below £2,000,000, low complexity, low risk and / or not novel or contentious. Although this is a single stage approval, replacing decision point 2 (SOC), decision point 3 (OBC) and decision point 4 (FBC), the remainder of the assurance process must still be followed.

Stage 3: Delivery and Evaluation

- 1.14 Once a scheme gains FBC approval and the conditions set have been met, the scheme can progress into Activity 5 (Delivery).
- 1.15 Upon scheme completion, a Delivery Closure Report is required that details how the scheme has performed. This includes whether delivery has remained within the timeframes specified within the business case, has achieved the objectives of the scheme and associated outputs, documents what has been delivered and highlights the overall costs. The Delivery Closure Report will be presented for approval by the decision-maker (decision point 5) as set out in the approval pathway and route approved at decision point 2.
- 1.16 Following completion of Activity 6, the scheme will be required to submit a Financial Closure Report (Activity 6). The Financial Closure Report confirms the final costs for the scheme, ensuring all payments have been completed. The Financial Closure Report will be presented for approval by the decision-maker (decision point 6) as set out in the approval pathway and route approved at decision point 2.
- 1.17 The purpose of the Delivery and Financial Closure Reports is to assess the success of the scheme, identify best practice for future schemes, resolve all open issues and to capture feedback and lessons learnt to inform the development and delivery of future schemes.
- 1.18 Activity 7 (Evaluation) will be managed by the Combined Authority's Research & Intelligence team. This is a reporting point as opposed to the previous decision points in the process and will be undertaken when the scheme is completed for an evaluation of the benefits, outcomes and economic impact compared to the overall objectives set out in the SOC. Insights and learning intelligence from evaluation will also be fed back into policy and strategy in order to inform the design and development of future schemes. Interim evaluations may also be undertaken as required as set out in the Monitoring and Evaluation Plan.

2 Future assurance and approval route

- 2.1 The tables for each scheme in the main report outline the proposed assurance process and corresponding approval route for the scheme. The assurance pathway sets out the decision points which the scheme must progress through and will reflect the scale and complexity of the scheme. The approval route

indicates which committees or officers will make both a recommendation and approval of the scheme at each decision point. A delegated decision can only be made by the Managing Director if this has received prior approval from the Combined Authority.

3 Tolerances

- 3.1 In order for the scheme to follow the assurance pathway and approval route that is proposed in this report, it should remain within the tolerances outlined for each scheme. If these tolerances are exceeded the scheme needs to return to a Committee and/or the Combined Authority for further consideration.

This page is intentionally left blank

Project Overview

Project Title	TCF Bradford Interchange Station Access
Date of OBC Submission	3 January 2023
Scheme Location/ Address	Bradford
Applicant Organisation	City of Bradford Metropolitan District Council (CBMDC)
Type of Organisation	Local Authority
Other Delivery Partners and Roles	Balfour Beatty SLC Rail

Main Funding Programme	Transforming Cities Fund (TCF)
Sub Funding Programme (if applicable)	West Yorkshire plus Transport Fund (WY+TF)
Project cost stated at previous Decision Point 1 / 2 / 3 (delete as appropriate)	£16,381,000
Development cost allocated at previous Decision Points	£6,697,722
Current Forecast Project cost	£22,031,000
Funding Applied for from the Combined Authority now	£2,054,127
Other public sector funding amounts and sources	£0.00
Private sector funding amounts and sources	N/A

Business Case Summary

Scheme Description

The scheme aims to create a world-class, vibrant gateway to Bradford City Centre which will be delivered through:

- Improvements to the interchange's lower-level concourse to make it easy to use and a more attractive and secure environment
- Clearer, more intuitive signage and customer information to help people navigate their way around the interchange and between the interchange's rail and bus stations
- An attractive paved plaza outside the interchange with planting, artwork, and seating to replace the current congested taxi and drop off areas
- A new, taxi rank and accessible drop off on Bridge Street
- Demolition of the Hall Ings multi-storey car park and creation of a new attractive, landscaped walkway between the interchange and Hall Ings, giving pedestrians direct

access to the city centre and better connections for cyclists travelling between the interchange and city centre.

The scheme is funded by the Transforming Cities Fund and the West Yorkshire plus Transport Fund.

Strategic Case

The scheme's vision is to create a world-class, vibrant gateway to Bradford City Centre that enables safe, seamless interchange between all transport modes, which supports the creation of a thriving city centre, driving jobs, opportunity and economic growth.

The interchange currently has poor-quality facilities within the lower-level concourse and the location is hidden behind unattractive buildings, Hall Ings also acts as a barrier for pedestrians walking between the interchange and wider city centre.

The scheme will see improvements to the facilities and environment in the lower-level concourse including clearer signage and customer information, a new plaza, a new taxi and drop off area, demolition of the multi-storey car park and a new walkway to Hall Ings.

The scheme links to the Strategic Economic Framework (SEF) Priorities, and directly supports several of the West Yorkshire Mayor's pledges.

Economic Case

The scheme selected to progress to full business case development was selected as it delivers the best value for money, through a benefit-cost ratio (BCR) of 1.28.

The scheme will reduce journey times for those accessing the interchange from some areas of the city centre and also delivers the scheme's strategic objectives by improving peoples' experiences by delivering an improved and revitalised public space that creates a high-quality gateway to the city.

Commercial Case

Bradford City Centre is home to over 2,000 businesses, with approximately 37,000 people employed in the area. This is likely to increase with four new office developments planned, and Darley Street food and retail market and the One City Park office development expected to open in 2023. The Bradford Local Plan, is planning for new dwellings across the Bradford District, including in the city centre, which is expected to double the city centre's current population.

This scheme includes new public spaces which will help to cater for increased demand, linking the interchange to the city with new pedestrianised and "green" spaces via Hall Ings and Bridge Street.

The increased number of visitors, expected to visit Bradford when it becomes the UK City of Culture in 2025, will also benefit from the improvements to the interchange and a more attractive gateway to the city centre.

Financial Case

The total scheme costs are £22,031,000, funded solely by the Combined Authority from the West Yorkshire plus Transport Fund and Transforming Cities Fund.

Approval is sought at outline business case stage for development costs of £2,054,127, which if approved, would bring the total scheme approval to £8,751,849.

Operational and maintenance costs will increase as a result of the new plaza outside the interchange and the walkway to Hall Ings, and this has been accommodated within the CBMDC's annual maintenance budgets.

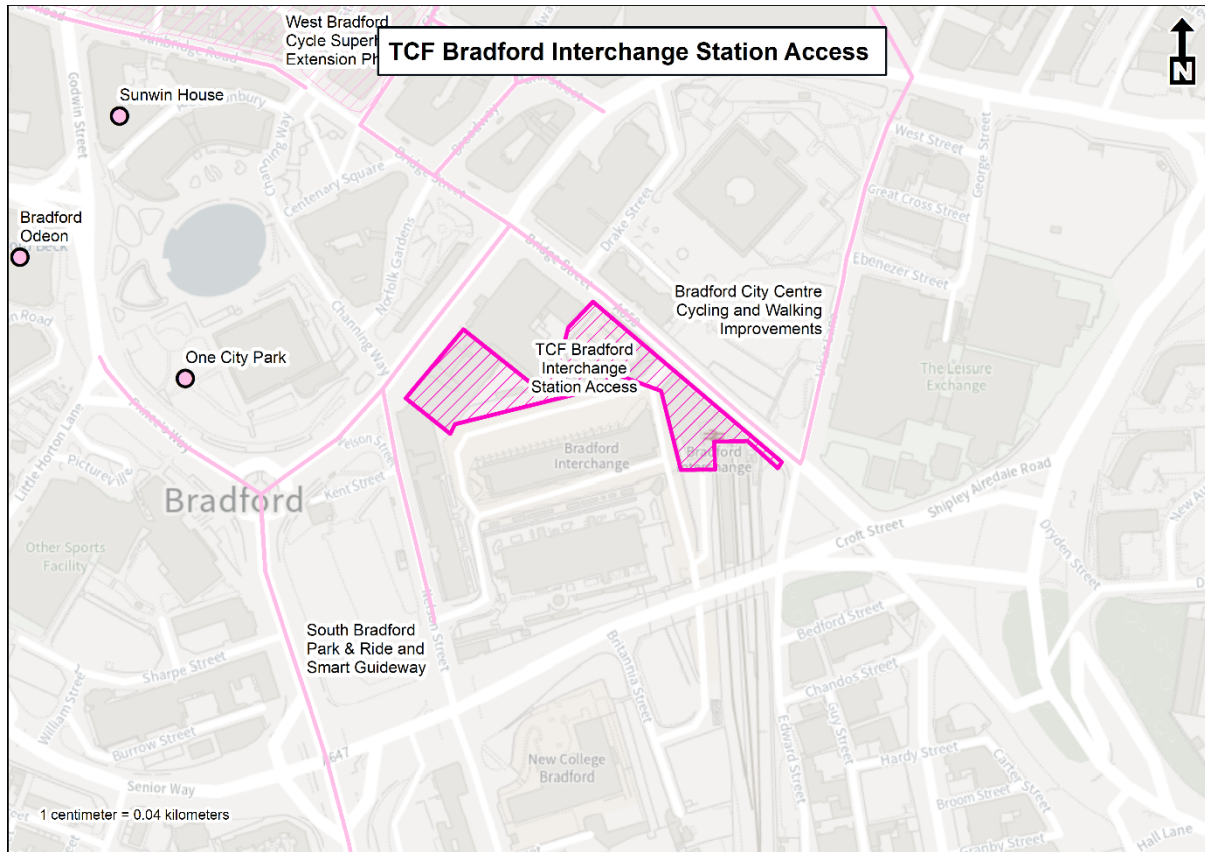
Discussions are ongoing between the Combined Authority, the interchange's owner and CBMDC, to reach a formal agreement on the future maintenance costs for all facilities provided within the interchange boundary.

Management Case

The scheme will be managed by City of Bradford Metropolitan District Council, which has experience of delivering a range of large and complex infrastructure projects.

Location Map

The following map shows the location of the TCF Bradford Interchange Station Access scheme:



Please note, depending on the level of scheme development, the location and scope of the schemes indicated here are indicative only.

For further information on Combined Authority schemes across the Leeds City Region, please refer to: <https://www.westyorks-ca.gov.uk/growing-theeconomy/leeds-city-region-infrastructure-map>