

TRANSPORT COMMITTEE

**MEETING TO BE HELD AT 11.00 AM ON FRIDAY, 8 NOVEMBER 2019
IN COMMITTEE ROOM A, WELLINGTON HOUSE, 40-50 WELLINGTON
STREET, LEEDS**

A G E N D A

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS**
- 3. EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC**
There are no exempt items requiring exclusion of the press and public.
- 4. MINUTES OF THE MEETING OF THE TRANSPORT COMMITTEE HELD ON 6 SEPTEMBER 2019**
(Pages 1 - 6)
- 5. CHAIRS UPDATE**

For Decision
- 6. BUS INFORMATION STRATEGY**
Andrew Bradley
(Pages 7 - 84)

For Information
- 7. WALTHAM FOREST PRESENTATION & STREETS FOR PEOPLE DEMONSTRATION PROGRAMME**
Cllr Clyde Loakes & Steve Heckley
(Pages 85 - 92)
- 8. TRANSPORT FOR THE NORTH UPDATE**
Cllr Blake
(Pages 93 - 98)

9. URBAN TRANSPORT GROUP RESEARCH

Steve Heckley
(Pages 99 - 104)

10. FUTURE BUS OPTIONS

Dave Pearson
(Pages 105 - 110)

11. LEEDS CITY REGION TRANSPORT UPDATE

(Pages 111 - 130)

12. SUMMARY OF TRANSPORT SCHEMES

Mary Innes
(Pages 131 - 136)

13. ZERO CARBON AND AIR QUALITY UPDATE

Roseanna Brett-Davis
(Pages 137 - 142)

Signed:

A handwritten signature in black ink, appearing to read 'RBDM', with a horizontal line underneath.

**Managing Director
West Yorkshire Combined Authority**

**MINUTES OF THE MEETING OF THE
TRANSPORT COMMITTEE
HELD ON FRIDAY, 6 SEPTEMBER 2019 AT COMMITTEE ROOM A,
WELLINGTON HOUSE, 40-50 WELLINGTON STREET, LEEDS**

Present:

Councillor Kim Groves (Chair)	Leeds City Council
Councillor Manisha Kaushik (Deputy Chair)	Kirklees
Councillor Martyn Bolt (Leader of the Opposition)	Kirklees Council
Councillor Neil Buckley	Leeds City Council
Councillor Peter Caffrey	Calderdale Council
Councillor Peter Carlill	Leeds City Council
Councillor Andy D'Agorne	York Council
Councillor Michael Ellis	Bradford Council
Councillor Sinead Engel	Bradford Council
Councillor Carmel Hall	Leeds City Council
Councillor James Homewood	Kirklees Council
Councillor Hassan Khan	Bradford Council
Councillor Matthew Morley	Wakefield Council
Professor Simon Pringle	Project Rome
Councillor Taj Salam	Bradford Council
Councillor Daniel Sutherland	Calderdale Council
Councillor Kevin Swift	Wakefield Council

In attendance:

Phil Dawson	LNER
Dafydd Williams	Associated British Ports
Alan Reiss	West Yorkshire Combined Authority
Liz Hunter	West Yorkshire Combined Authority
Kate Gifford	West Yorkshire Combined Authority
Ben Kearns	West Yorkshire Combined Authority

16. Apologies for absence

Apologies for absence were received from Councillor Peter Box and Mark Roberts.

17. Declarations of disclosable pecuniary interests

There were no pecuniary interests declared by members at the meeting.

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

Resolved: That in accordance with paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972, the public be excluded from the meeting during consideration of Appendix 1 to Agenda Item 12 on the grounds that they are likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information and for the reasons set out in the report that in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

19. Minutes of the meeting of the Transport Committee held on 5 July 2019

Resolved: That the minutes of the meeting held on the 5 July be approved.

20. Rail Matters Affecting West Yorkshire

The Transport Committee was provided with a presentation from Phil Dawson on behalf of LNER.

LNER set out their plans for the rollout of the Azuma fleet and it was reported that seven sets were currently in service with up to 33 sets to be rolled out by the end of the year.

The Committee noted the timetable changes including additional services in Bradford and the introduction of a Huddersfield to London service. LNER acknowledged that the timings for the Huddersfield service, with a departure time of 05:50, was not ideal but that it was necessary as the route was congested.

LNER also addressed the issue with the barriers at Wakefield Westgate being unable to read M Cards. The Committee was informed that a solution had been identified and should be in place in October, but that it was dependent on a third party.

Members queried the availability of storage for bicycles on board LNER services and were informed that there would be up to 8 storage spaces available for use.

Representatives from Northern and Transpennine express were in attendance and invited to answer questions from Committee members.

Members queried the poor performance from Northern in the last period as well as the delay in the retirement of pacers. Northern recognised the difficulties regarding their rail performance and provided an update on the rollout of their new fleet and the training regime for drivers which was reported to be on schedule.

Regarding performance statistics Members asked if they could have

information which explained why services were late and not just the number of late-running services. It was noted that some delays were caused by factors outside of the operator's control and more in depth information would enable Members to identify trends and underlying causes in poor performance.

Members queried the fairness and consistency of the penalty fare policy in operation on Northern's franchise. In particular Members were concerned about the reliability of ticket machines at stations meaning that passengers could not obtain a ticket in good time in advance of their journey. Northern informed the Committee that penalty fares were mandated as part of their franchise agreement and that multiple ways of obtaining a ticket were available. Members were also notified that an appeals process was in place and were invited to meet the debt delivery team which was based in Bradford. Northern also offered to provide further details and statistics on penalty fares.

Members also discussed the industry approach to Leeds Station and the extent to which it was seen as a constraint to all operators due to a lack of capacity. The Committee was informed that Government had identified a senior civil servant who was providing a central point of contact to bring together the various owners of individual projects.

Resolved:

- (i) That the updates on the various matters outlined in the report be noted.
- (ii) That the Transport Committee endorses ongoing work by officers with train operators and Network Rail to secure franchise commitments, including restoration of and securing additional peak-time capacity.
- (iii) That the Transport Committee endorses the ongoing activity of the West Yorkshire Rail Forum in making clear to the rail industry the Committee's ongoing commitment to the daily reliable operation of the local rail network.
- (iv) That the Transport Committee endorses the approach set out to develop applications for the Department for Transport Access for All Mid-Tier Programme as set out in the submitted report.
- (v) That the Transport Committee approves the final submission of West Yorkshire Combined Authority to the HS2 Phase 2b Design Refinement Consultation response.

21. Associated British Ports

The Committee was provided with a presentation by Dafydd Williams from Associated British Ports. The presentation focussed on the transport infrastructure necessary to service ports in the Humber area.

The Committee was informed that 2500 lorries per day transported freight by road which caused increased congestion and pollution. Members noted that this could be reduced if the use of rail for freight was better provided for. APB registered their preference to use rail as it was a more efficient and more

environmentally friendly mode of transport for freight.

Members supported the principle of promoting rail transport for freight and discussed the need to ensure that freight was incorporated into rail infrastructure investment. It was agreed that a workstream to investigate opportunities to promote the use of rail for freight should be established and that a report would be brought to a future meeting of Transport Committee.

Resolved:

- (i) That the presentation be noted.
- (ii) That Transport Committee reaffirm its commitment to ensuring that freight, as well as passengers, is accounted for in the region's transport priorities.
- (iii) That Transport Committee endorse the principle that the volume of freight on our roads should be reduced to ease congestion and tackle climate change.
- (iv) That Transport Committee investigate, subject to resourcing, opportunities in the region for increasing the use of alternatives for road freight.

22. Bus Service Matters

The Committee considered a report which set out issues affecting the bus service in West Yorkshire. Members discussed the West Yorkshire bus market in light of the fact that both First and Arriva have been put up for sale.

The Committee was informed that the Combined Authority intended to actively participate in the discussions around the sale of First to try to protect the bus service for West Yorkshire. The Committee was also informed that officers were awaiting a meeting with First and that West Yorkshire leaders had asked a consultant to support the Combined Authority team through this process. A draft letter to Baroness Vere had been circulated to members and would be sent in due course.

Resolved:

- (i) That the Committee notes the update provided in the report.
- (ii) That a further report be presented to the Transport Committee with respect to actions taken to reduce expenditure on supported local bus services in 2020/2021.

23. Connecting Leeds Progress Report

Members considered a report which provided an update on the delivery of the Leeds Public Transport Investment Programme (Connecting Leeds).

It was noted that while money from the Leeds Public Transport Investment Programme was focussed on transport in Leeds, other funding opportunities such as Transforming Cities Fund would be used to look at corridors that extend beyond Leeds.

Resolved: That the report be noted.

24. Leeds City Region Transport Update

Members considered a report which provided an update on transport matters in the Leeds City Region.

Members also discussed transport schemes that had progressed through Investment Committee including the A62 / A644 (Wakefield Road) Link Road scheme. Members registered their concern around the loss of ancient woodland and that the scheme as approved had not taken mitigating factors into account.

The Chair informed the Committee that a joint workshop with Transport Committee members and Investment Committee members had taken place and that another session had been scheduled to promote collaboration on the delivery of transport schemes.

Members discussed infrastructure improvements for cycling and walking and the need to ensure that cycle infrastructure was consistent along the entirety of the route and not just one section. Members also discussed the importance of maintaining the cycleways to ensure that they remain in good state and encourage a modal shift from car use to cycling. It was noted that ultimately this was the responsibility of the respective local authority but the case for increased maintenance spend would continue to be made.

Resolved: That the updates be noted.

25. Leeds City Region Connectivity Update

The Transport Committee considered a report which provided an update on the development of the Leeds City Region connectivity strategy.

Members were informed that the development of a pipeline of transport interventions was underway and would be brought back to the Committee at a later date for comment and further input.

Members discussed the advanced urban transit technologies market testing and the importance of ensuring that the scope, scale and deliverability of the potential technologies were thoroughly assessed.

Members discussed the need to ensure that the environmental impact / climate change impact of projects was taken into account when schemes were assessed. The Committee was informed that work to build in carbon impact into the assessment of schemes was currently underway.

Members discussed the mass transit plans around the Bradford and Dewsbury area especially around the Spen Valley greenway. Members discussed the importance of clarity that any mass transit work in the area should retain the cycling provision provided by the Spen Valley greenway.

Resolved:

- (i) That the progress with the development of the Leeds City Region connectivity plan and pipeline of interventions be noted.
- (ii) That the Advanced Urban Transit Technologies, soft market testing, which is an important next step in the development of the wider Connectivity Strategy be noted.

26. Summary of Transport Schemes

Members considered a report which set out the transport related recommendations from the West Yorkshire and York Investment Committee held on the 11 July.

Resolved: That the report be noted

27. Transforming Cities Fund: 'Future Mobility Zone' Bid

Members considered a report which provided an update on the development of the Transforming Cities Fund: Future Mobility Fund.

Resolved:

- (i) That the update on the Transforming Cities Fund: Future Mobility Zone (TCF FMZ) bid provided in the report be noted.
- (ii) That the final TCF FMZ bid submission be delegated to the Managing Director, in consultation with the Chair of Transport Committee



Report to: Transport Committee

Date: 8 November 2019

Subject: **Bus Information Strategy**

Director: Dave Pearson, Director, Transport Services

Author(s): Andrew Bradley, Head of Customer Services

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:	

1 Purpose of this report

- 1.1 The Combined Authority has a duty under the Transport Act 2000 to determine what bus information should be made available to the public and the way in which it should be made available. This report seeks Transport Committee approval to formally adopt an updated Bus Information Strategy 2019 - 2024 (**Appendix 1**) following consultation.

2 Information

- 2.1 At its meeting in March 2019, Transport Committee endorsed the key objectives of the draft Bus Information Strategy 2019 – 2024 and gave approval to consult wider with stakeholders.
- 2.2 A detailed consultation plan was developed, promoted and executed, running from 1 July – 25 August 2019 (8 weeks). A full consultation report is attached at **appendix two**.
- 2.3 The consultation was promoted via digital screens in bus shelters, posters in bus stations and travel centres, email and across social media channels. Significant coverage was generated via the regional media.

- 2.4 Officers conducted face-to-face drop in sessions at bus stations and focus groups with community, accessibility and young people's groups along with the District Consultative Sub-Committees. The key feedback from these groups was to maintain a mix of digital and more traditional information channels. Feedback from older people was to continue the provision of paper based information. Younger people generally used smartphones but needed timetables at bus stops as a 'fall-back' when their phones may be out of charge. Disability groups were using a variety of applications to help them about their daily life. Those that they use for journey planning, utilise data supplied by the Combined Authority. Disability groups also raised the requirement for the person to person service provided by MetroLine and at bus stations to be maintained.
- 2.5 The consultation generated 1,012 online and paper survey responses which have shaped the focus of the updated Strategy. Older age categories were slightly over-represented and younger groups slightly under-represented. Whilst the sample is generally representative of the West Yorkshire population; 29% of total responses came areas identified by the Index of Multiple Deprivation as the most deprived leaving these areas slightly under-represented.
- 2.6 Further focus groups are to be held at colleges in November 2019. Any further findings from these sessions will be incorporated into the strategy.
- 2.7 Whilst a majority of respondents were in support of the 'Digital First' principles of the draft Bus Information Strategy; 21% disagreed with this objective. More detailed analysis of the feedback shows that this disagreement appears to largely result from the proposed move to reduce the production and availability of paper timetables.
- 2.8 The initial draft strategy proposed the scaling down of traditional printed outputs such as paper timetables. Feedback from the consultation has identified that paper timetables are required by passengers in order to plan their journeys. 32% of respondents stated they used timetables at least once per week and 18% said they would not have any alternative to finding information if timetables were withdrawn completely and 11% had no access to the internet.
- 2.9 In response to consultation feedback and to reflect the Combined Authority's inclusive growth objectives, officers have now developed a cost-effective solution to maintain the provision of printed timetables. The revised strategy now includes for this.
- 2.10 A high number of respondents also stated that they used printed timetables at bus stops, 49% of whom used them on a daily/weekly basis. As a result the Strategy commits the Authority to developing a new design for timetables and maps that will make using the network easier for new and existing passengers.

- 2.11 The consultation highlighted that real time information is the most frequently used source of information with 59% of respondents using electronic real time displays at bus stops and 36% of respondents accessing real time bus information via their phone on a daily/weekly basis. We have committed to increasing the provision of information and will seek an innovative approach to the procurement of a new system and to provide data openly for third party developers to use and innovate with.
- 2.12 Of those using the internet to obtain bus information, 59% are using the WY Metro online journey planner. At present over 6 million visits are made to the WY Metro website by approximately 2 million people each year. The Combined Authority is committed to delivering a cost-effective journey planner that provides customers with real time, disruption and fares information by working with Transport for the North and Local Authority partners across the North of England.

Policy Context

- 2.13 The Combined Authority has a duty under the Transport Act 2000 to determine what bus information should be made available to the public and how it should be made available. The Combined Authority fulfils this duty by publishing a five-year Bus Information Strategy.
- 2.14 This latest draft proposes to replace the Bus Information Strategy adopted in 2012 and sits alongside the Digital Payment for Travel Strategy, which Transport Committee endorsed in January 2019. These strategies will help to deliver the key objectives of the West Yorkshire Transport Strategy 2040, particularly the target of a 25% increase in bus patronage across West Yorkshire by 2027 as outlined in the adopted Bus Strategy. The objectives of our emerging 'Local Industrial Strategy' and the 'Strategic Economic Plan' have also been considered in the drafting of the Strategy.
- 2.15 The draft Bus Information Strategy addresses a number of policies within the Transport Strategy 2040 through the provision of accessible and reliable travel information, which presents the bus system as a single network, improving passenger information for greater availability and ease of use. Working with partners the strategy seeks to develop new easy-to-access customer information, allowing greater choice between travel modes, and re-planning of journeys if disruption occurs, while ensuring travel information remains available in non-digital and accessible formats.
- 2.16 The 'Digital Payment for Travel Strategy' identifies the development of a Mobility as a Service (MaaS) app to enable people to plan for and purchase their travel in a seamless fashion. The new disruption messaging and open data streams resulting from the Bus Information Strategy will assist in the delivery of the new MaaS app. This is one example of means by which this draft strategy endorses the 'Smart Futures' core theme of the Transport Strategy 2040; by harnessing the advancement in smart technologies and provision of open data to further transform and enhance the information offer. The emerging 'Future Mobility Strategy' will further help to identify how the

'smart futures' objectives in the Transport Strategy will be achieved.

- 2.17 The draft Bus Information Strategy also recognises the importance of ensuring that the West Yorkshire bus network is available to all. Whilst the consultation indicated strong support for the "Digital First" principle; 11% of respondents did not use the internet which is higher than the national average of 7.5%. There was also strong support for retaining non digital forms of information. In line with the Combined Authority's Inclusive Growth objectives, the Strategy will cater for the widest range of people providing digital and traditional paper information.
- 2.18 To enable it to contribute to strategic bus patronage growth targets, it is crucial that the Strategy provides effective information for people who don't currently use the bus. The strategy incorporates the Bus Network Navigation project which is aimed at making the network more legible to non-users incorporating colour coding of routes on bus stops and signage. Greater integration with commonly used digital information services such as Google is also proposed.
- 2.19 Whilst the proposed Strategy fulfils an obligation regarding bus information specifically, it is important that this activity is considered within the wider context of providing travel information across all modes and operators / partners. This approach will enable better journey planning decision making and will help to tackle congestion across the Combined Authority area.
- 2.20 The 'West Yorkshire Bus Alliance' is a voluntary quality partnership between the Combined Authority, West Yorkshire's local highway authorities and the county's bus operators. The Bus Alliance aims to put customers at the heart of improving services, keeping buses moving and developing a sustainable bus network. The outputs of this bus information strategy will assist the Alliance to deliver its objectives, ensuring that the bus information provided is fit for purpose. Specifically, the Bus Alliance commits to collaborate to deliver live journey planning, real time and disruption information.

Key objectives for the Bus Information Strategy

- 2.21 A draft Strategy is attached as **Appendix 1** which sets out the following key objectives in Section 5:

Digital First – focus delivery to mobile devices

Always Live – up to date information on the move

Customer driven – the customer selects the information they need

Network-wide – fixed information at stops and interchanges

Inclusive – everyone has access according to need and requirement.

Cost-effective – for the local taxpayer

- 2.22 The table below is taken from the strategy and outlines how we plan to deliver travel information following feedback from customers. The table also indicates who is funding the various outputs:

Channel	Current provision	Where next	Funded by?
Digital/'Always live' Information Outputs			
WY Metro website	Website available 24/7 offering stop level real-time information, timetables, journey planning software as well as travel advice and offers. Webchat enquiry service available.	<p>We will retire the current journey planner. Working in partnership with Transport for the North and regional Local Transport Authorities, we will link to third party journey planner providers (for example, Google) to implement a cost-effective solution that incorporates fares and disruption information.</p> <p>We will continue to make timetable and real-time information available via the website.</p>	<p>wymetro.com website: West Yorkshire Combined Authority</p> <p>Journey planners: Third party commercial partners</p>
Social media	Service information, customer assistance, travel advice and offers via Twitter and Facebook provided between 07:00 – 20:00	<p>We will continue to use and promote social media to disseminate live information and respond promptly to people's travel enquiries.</p> <p>We will explore new channels such as Snapchat and Instagram, which have been identified by young people, to signpost service information.</p>	West Yorkshire Combined Authority, West Yorkshire Ticketing Company & bus operators
Real-time information via smartphone and web	Real-time data processed by the Combined Authority is available to smart device and PC users via the wymetro.com website and real-time data is made 'open' to be used via third party smartphone apps.	<p>We will explore ways to improve the processing, accuracy and delivery of real-time information and promote the availability of the service.</p> <p>We will enhance the provision of real-data being made available as open data to enable innovation of third party applications and journey planning tools.</p>	West Yorkshire Combined Authority & bus operators
Real-time Information via text	Real-time information is available to customers via text message upon request.	We will phase out the use of text messaging for real-time information as customers stop using it.	The customer

Channel	Current provision	Where next	Funded by?
		<p>Data is showing that customers are texting the service 1.3 million fewer times per year than they did ten years ago. Customers are accessing live bus information via more cost-effective sources such as online, apps or via QR/NFC codes.</p> <p>We will promote the more cost-effective 'always-live' information via web and smartphone apps to reduce the cost for customers and to ensure that customers receive the best, most accurate, information.</p>	
Metro Messenger	e-newsletter providing travel and service change information and Combined Authority updates.	We will continue to provide travel and service change information and Combined Authority updates and continue growing the database of c.4,000 people who have currently signed up to receive it.	West Yorkshire Combined Authority
Open Data	We currently make route, timetable and real-time information available via open data through the National Data Set.	We will work with local authority partners, operators and developers to maximise the opportunities presented by open data. Making data available openly will enable third-party developers to innovate in the ongoing development of journey planning tools and customer information and the development of a 'Mobility as a Service' app.	West Yorkshire Combined Authority, Rail, Bus operators and Transport for the North
On the Network			
Roadside displays (timetables at bus stops)	Timetable information is available at all 14,000 bus stops and shelters across the network.	We will redesign the layout of the bus stop timetables in line with wider improvements being introduced to make using the bus network easier.	West Yorkshire Combined Authority and bus operators

Channel	Current provision	Where next	Funded by?
		We will make service information available at every stop and work with operators to reduce the frequency of posting updates.	
QR Codes/NFC tags	Cards have been installed at all 14,000 stops and shelters across West Yorkshire, providing easy links to stop-specific real-time information on smartphones.	We will continue to provide QR codes and seek to incorporate them within the update design of the bus stop timetable.	West Yorkshire Combined Authority
Real Time Information at stops	There are currently screens displaying real-time bus information at 1,050 stops throughout West Yorkshire.	We are introducing a further 1,000 screens in the Leeds district as part of the Leeds Public Transport Investment Programme. We will seek alternative options for providing power to screens.	Leeds City Council / West Yorkshire Combined Authority
Network-wide information	Wayfinding and mapping information made available at key hubs and interchanges	We will provide a network map that will show high-frequency services, the design of which will relate to the emerging key network legibility system. We will produce corridor-specific route maps showing stops, key landmarks and destinations along high-frequency routes. We will make maps available across the network, in printed leaflet form and online with print at home capability.	West Yorkshire Combined Authority
Print			
Pocket timetable booklets	Timetable booklets are printed for every West Yorkshire service and each time bus services are changed, the affected booklets are updated and reprinted.	We will replace the existing range of printed bus timetable booklets with lower-cost leaflets. Initial plans to withdraw printed timetable information were	West Yorkshire Combined Authority and Operators

Channel	Current provision	Where next	Funded by?
	Remaining unused and outdated copies are pulped.	<p>reconsidered in response to demand from customers. A revised format will be made available that will provide route and timetable information at a reduced cost to local taxpayers and result in the environmental benefits of less paper waste.</p> <p>We will establish a network of outlets across West Yorkshire that will stock timetables to manage availability and to minimise waste.</p> <p>The production and distribution of printed material promoting specific bus services will be the responsibility of bus operators who could either provide these materials directly or commission material from the Combined Authority.</p>	
Ticket and price list leaflets	A suite of printed information is produced to promote concessionary/pre-paid tickets	We will produce information under the direction of the West Yorkshire Ticketing Company.	West Yorkshire Ticketing Company
Network Maps	We currently make maps available online and print a limited quantity at key changes in the year.	We will make maps available across the network, in printed leaflet form and online with print at home capability.	West Yorkshire Combined Authority
Face-to-face Information Services			
Travel Centres	The Combined Authority provides Travel Centres in Bradford, Castleford, Halifax, Huddersfield, Leeds and Pontefract. On behalf of the Combined Authority, Arriva operate Dewsbury and Wakefield Travel	We will transform our Travel Centres to provide a service aligned with the modern high street bank model, providing a range of self-serve and face-to-face options designed to ensure a positive, efficient	West Yorkshire Combined Authority & West Yorkshire Ticketing Company

Channel	Current provision	Where next	Funded by?
	Centres and Transdev operates Keighley. Travel Centres provide face-to-face and printed information and ticketing retailing.	and informative service to all customers. Customers will have the option of using self-service machines with personal assistance available. Printed information will be available.	
MetroLine	The MetroLine call centre has evolved into a multi-channel contact centre offering customer service/information via webchat, social media and email in addition to calls. The service is operational 07:00 – 20:00 seven days a week.	We will continue to embrace emerging opportunities to interact with customers via the channels they choose and want to use. We will work with operators through the West Yorkshire Bus Alliance to ensure that customers are provided with a seamless level of service across the industry. We will continue to monitor the service and usage to ensure provision meets customer expectations as well as delivering value for money for local taxpayers.	West Yorkshire Combined Authority, Rail & Bus operators
Digital, Information Systems			
CoSA – Combined Services and Assets Database	A GIS (geographic information system) storing current bus timetable data and bus stop information. Provides timetable data used by Journey Planner, Traveline and other APIs (application program interface) output to create print and network Information at bus stops and interchanges.	We will seek to reduce data processing and validation costs through automation and data quality initiatives with operators.	West Yorkshire Combined Authority
Real-time bus information	Processes bus timetable data and automatic vehicle location data to output predicted arrival times to customers	We will procure a new service contract from 2021/22 seeking to improve processes and information accuracy at a	West Yorkshire Combined Authority

Channel	Current provision	Where next	Funded by?
	through at-stop displays and online services, including via yournextbus on the wymetro.com website.	reduced cost to the taxpayer.	
Accessibility			
Accessible Information	Easy read and British Sign Language guides relating to the English National Concessionary Travel Scheme. We provide bus timetable information in large print and braille on request. Our accessible website provides online large print and Easy Read bus pass application forms. We have fully accessible online webchat for those who require assistance using the website. We have the capability to provide information in 240 different languages through our subscription to the language line service.	<p>We will continue to provide accessible information</p> <p>We will continue to work in partnership with disability groups to ensure we meet their needs and understand the emerging technologies they are using to get information.</p> <p>We will provide open data to feed these new accessible applications.</p> <p>We will keep up-to-date with changing accessibility requirements.</p> <p>We will increase awareness and usage of accessible information.</p>	West Yorkshire Combined Authority

The Role of The Combined Authority Enabling Bus Information

- 2.23 Adapting the provision of information to bus passengers to meet changing demand requires the Combined Authority to re-assess its role in delivering information. This change reflects the reality that people are increasingly accessing information on mobile devices through third party digital services like Google. The new strategy identifies the Combined Authority as primarily an enabler than a direct provider of information.
- 2.24 Under the previous strategy the ITA/Metro was the major provider of information services. The new strategy proposes to place the promotion of services and products with the bus operator with the Combined Authority ensuring a network wide availability of information. Further, as digital outlets become the primary means of delivery, the Combined Authority will curate the data necessary for delivery by other parties. The strategy suggests the Combined Authority will need to play a co-ordinating role as the provision of travel advice in times of disruption becoming increasingly important. Section 9 of the Strategy provides further detail concerning the proposed shift of emphasis for the Combined Authority.

Projects and next steps

- 2.25 This Strategy has been developed to reflect a changing environment. It proposes a list of projects to be delivered in the coming 3-5 years together with a series of immediate next steps to be delivered in 2019/20. Requests for capital funding for such projects would be submitted in a separate capital request report.

	Year one - Transition	Year two –three Transformation	Year four-five Review
Digital	Identify cost-effective alternatives for providing journey planning tools, incorporating disruption and fares information. Identify opportunities presented by emerging technologies and open data.	Implement a new journey planning solution; Develop the 'Mobility as a Service' proposition; Enhance supply of open data to enable the development of innovative third-party journey planning applications; Procure a new Real Time solution seeking opportunities for the innovative delivery of real time information using emerging technologies and open data; Increase provision of real time information on-street and promote the availability of 'always-live' digital information via multiple channels.	Maintain awareness of developments in customer technology and how information may be enhanced through the use of this technology.
On the Network	Develop approach to presenting information across the network to make it easier for new customers to navigate the	Implement new approach to on-street information across West Yorkshire.	Ensure the provision of information across the network is meeting the needs of users; Ensure that information is

	network. To be initially introduced in Leeds.		maintained to a high standard.
Face-to-face	Develop a blueprint for the Transformation of travel centres.	Introduce a new 'Travel Centre model' at bus stations where funding is identified; Establish a business case for transformation of the remaining travel centres.	Introduce the new 'Travel Centre model' at all travel centres across the estate.
Print	Establish new cost-effective approach for the provision of printed information.	Maintain appropriate level of provision of printed information.	Review ongoing demand for printed information with Bus Alliance partners and customers.
Constant review of strategy as technical developments enter the market			

2.26 The annual tracker survey will be used to monitor the performance of the strategy measuring usage and satisfaction across outputs in addition to wider patronage increase KPIs.

3 Financial Implications

3.1 The Combined Authority set its 2019/20 budget on 14 February 2019 based upon a reduction of £1million in the Transport Levy. Cost effectiveness is a key objective of the Bus Information Strategy which aims to reduce the net cost to the taxpayer of providing information.

3.2 The strategy set out to ensure information services are cost effective for the local taxpayer. This will be achieved by:

- Replacing timetable booklets with leaflets;
- Linking to third party services to provide on-line journey planning;
- Efficiencies in the provision of roadside displays;
- Bus operators or independent third parties funding the promotion of services with the Combined Authority providing information services.

4 Legal Implications

4.1 The Combined Authority has undertaken an Equality Impact Assessment (EIA) to accompany this report and the emerging Bus Information Strategy. This is available on request. To ensure that the withdrawal of any individual service (e.g. provision of real time information via SMS text messaging, etc) does not

discriminate against a particular group or groups, further detailed EIAs will be undertaken ahead of any major changes to service provision.

5 Staffing Implications

- 5.1 There are no staffing implications directly arising from this report. A delivery plan will be developed for the projects identified as part of the Strategy and this will be presented to a future Transport Committee meeting for approval.

6 External Consultees

- 6.1 Consultation has been undertaken with external stakeholders (including West Yorkshire Ticketing Company and bus operators) to help shape the objectives and projects included in this draft Strategy. A wider engagement with stakeholders and interested parties has taken place and their feedback incorporated within the updated strategy. Feedback from the consultation has been summarised in section two of this report, with the full Engagement Analysis report available at **Appendix two**.

7 Recommendations

- 7.1 That the Committee endorses the key objectives within the Bus Information Strategy as set out in paragraphs 2.21 to 2.24 of this report.
- 7.2 That the Committee endorses the next steps set out in Section 2.25 of this report.
- 7.3 That the Committee gives adopts the updated Bus Information Strategy 2019 - 2024 included as **Appendix 1** of this report.

8 Background Documents

- 8.1 The Bus Information Strategy 2012;
- 8.2 Equalities Impact Assessment

9 Appendices

Appendix 1 – Draft Bus Information Strategy recommended for approval
Appendix 2 – Engagement Analysis Report

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Bus Information Strategy 2019-24

October 2019

**Draft strategy recommended for approval following
stakeholder engagement**

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Bus Information Strategy 2019-24

1. Bus Information Strategy

This strategy sets out the arrangements for providing information on bus services in accordance with section 130 of the Transport Act 2000.

2. Introduction to West Yorkshire Combined Authority

West Yorkshire Combined Authority covers the 10 districts of Barnsley, Bradford, Calderdale, Craven, Harrogate, Kirklees, Leeds, Selby, Wakefield and York – an area known collectively as Leeds City Region. The Combined Authority is the Local transport Authority (LTA) for West Yorkshire, including Bradford, Calderdale, Kirklees, Leeds and Wakefield.

We work in partnership with local councils and businesses to ensure that everyone in our region benefits from a strong, successful economy and a modern, accessible transport network.

By championing the region's interests nationally and internationally we secure investment to deliver better transport and housing, help businesses to grow and create jobs.

We focus on:

- Inclusive growth – ensuring that economic growth leads to opportunities for all who live and work in our region to prosper;
- Productivity – helping businesses to grow;
- 21st Century transport – creating modern, efficient transport infrastructure;
- Devolution – securing funding and powers to help us do even more

We work closely with the private sector through the Leeds City Region Enterprise Partnership (LEP) to ensure that our work meets the needs of employers in the region. We also operate the Metro network of bus stations, travel centres and public transport information in West Yorkshire.

The Combined Authority works closely with the West Yorkshire Ticketing Company Ltd (WYTCL) to develop the MCard multi operator ticketing offer in West Yorkshire. WYTCL is a Joint Venture Company owned by the bus and rail operators of West Yorkshire and the Combined Authority. WYTCL establishes the ticket products, price, promotion, retail activity and the distribution of sales revenue as prescribed in the Joint Venture Agreement between its members (including the Combined Authority). WYTCL have developed the MCard Strategy and Plan 2019- 2021 which sets out the key objectives and projects to deliver them. These include:

- Increasing patronage
- Being smart- converting remaining paper tickets to smart tickets
- Stimulating off-bus pre-payment with an enhanced retail network and flexible payment options

3. Local context and scope of this strategy

The way in which people travel is changing. Over the past five years, changes in the bus travel trends have included growth in the journeys made by young people, set against an overall decline in levels of bus patronage and a 96% increase in rail travel over the period 2004/5 – 2014/15¹. The ways people wish to pay for travel and consume information are changing too.

The West Yorkshire Tracker survey has shown that more people than ever before own a smartphone and use it to access Internet content. In West Yorkshire, all survey respondents aged 16 to 44 had access to a mobile phone and about 95% had internet access via a mobile phone². Deloitte reported in 2018 that 87% of adults personally own or have access to a smartphone.

Consumer technology is moving at pace and this Strategy aims to modernise the |Combined Authority's information offer to meet increasing and evolving customer demands. This means our online offer will become the 'new normal' but not at the expense of traditional methods of supplying information. Transport focus reported in 2019 that 8% of passengers in West Yorkshire still used printed timetables.

The pace of change will inevitably increase with consumer devices becoming increasingly powerful. This provides opportunities to supply enhancements such as 'habit aware' departure information reflecting people's travel patterns. This is similar to the information provided to car users by smartphones, which understand their owners' regular travel habits and push them information about their car journeys. The information can be about regular locations such as home and work and can offer journey time predictions and disruption information un-prompted by the user.

Our aim is to provide this type of proactive, automated information about journeys for bus users.

Ongoing developments in this field will make it possible to provide people with customised information to keep them informed about their journey before they even ask the question. We aim to 'remove the thinking' for customers by making information as simple, quick, intuitive and easy to use as travel information for other transport modes.

Although this Strategy sets out the envisaged direction of travel over the next five years, the technology will evolve and adapt requiring us to review our approach constantly.

The Bus Information Strategy 2019-24 seeks to build upon the significant progress of the 2012-17 Bus Information Strategy, which aimed to encourage customers to obtain journey information using self-service options while also ensuring the provision of information via traditional sources for those who still required them.

This Strategy sits alongside the Digital Payment for Travel Strategy. The 'Digital Payment for Travel Strategy' identifies the development of a Mobility as a Service (MaaS) app to enable people to plan for and purchase their travel in a seamless fashion. The new disruption messaging and open data streams resulting from the Bus Information Strategy

¹ West Yorkshire Transport Strategy 2040

² West Yorkshire Tracker Survey

will assist in the delivery of the new MaaS app. This is one example of means by which this draft strategy endorses the 'Smart Futures' core theme of the Transport Strategy 2040

It has been developed to support the Combined Authority's vision for buses outlined in the West Yorkshire Bus Strategy 2040, which aims – 'To create a modern, integrated and innovative bus system, which puts customers first and contributes to the delivery of the economic, environmental and quality of life ambitions as set out in the Strategic Economic Plan and the West Yorkshire Transport Strategy'.

The West Yorkshire Bus Strategy has set the ambitious target of growing the number of bus passengers by up to 25% over the next ten years. The Bus Information Strategy will contribute to this growth by providing the blueprint for the provision of easily accessible, reliable, dynamic and 'always live' travel information that encourages patronage growth.

The aims of the Leeds Public Transport Investment Programme to double bus patronage in the city in the next 10 years have also been a major consideration in determining the focus of this Strategy and associated outputs. And there is recognition of the need to resonate with a new age of customers who have increasing demands of the products and services they consume.

While the Strategy fulfils the Combined Authority's obligation on bus information provision, it is important that its delivery takes into account the wider provision of travel information across all transport modes. This means on-line journey planning tools enabling customers to choose between the full range of options available for their journey including walking, cycling, bus, rail and road. Similarly bus and rail information should enable people to plan journeys using both modes.

4. Regional context

The Combined Authority is working in partnership with Transport for the North and local authorities across a pan-Northern geography on the development of disruption and fares data to enhance the level of information provided. This will enable customers to plan a journey and identify the fare they will be charged.

The provision of disruption information, will further enhance the 'always-live' aspirations of the strategy by keeping customers updated about disruptions to their journey. The Combined Authority manages the digital infrastructure for the yournextbus real-time information service across West Yorkshire and on behalf of South Yorkshire and York.

5. Key objectives of the Bus Information Strategy

Achieving the ambitious patronage targets set by the Combined Authority and its partners, means attracting a new generation of customers to using public transport. Providing dynamic 'always-live' information through a range of channels is one of the key components to attracting new users and making public transport the obvious choice for them. We must ensure this information replicates and surpasses the high standards other services they consume online.

The key objectives/principles of the information strategy are:

1. **Digital First** – focus delivery to mobile devices
2. **Always Live** – up-to- date information on the move
3. **Customer driven** – the customer selects the information they need

4. **Network-wide** – fixed information at stops and interchanges
5. **Inclusive** – everyone has access according to need and requirement.
6. **Cost-effective** – for the local taxpayer

6. Customer Trends and Considerations for the Bus Information Strategy 2019-24

In developing the Bus Information Strategy 2019-24 a number of customer trends and further considerations have been made to establish the direction of travel.

- We received around 40% fewer calls in Metroline last year than we did in 2012 with 295,000 calls being made in the last twelve months compared to 500,000 in 2012.
- In 2018/19 we printed 841,000 timetables with 158,000 copies being recycled.
- The Internet is increasingly becoming the first place people go to find out about bus information. During the last twelve months 2 million people accessed the website 6 million times.
- During the same period 3.2 million timetables were downloaded from the wymetro.com website.
- We sent less than half the number of texts showing real time bus service information in the last twelve months than we did in 2009. With 2.3 million texts being sent ten years ago compared to 1 million in 2018/19.
- Real time information was accessed 53 million times by the wymetro website and third party apps such as Google during 2018/19.
- The number of QR/NFC tags scanned for live bus information more than doubled in the last two years from 445,000 to 998,000 with 80% by NFC and 20% by QR code.
- Eight interactive self-serve bus information points were used 30,000 times.
- Information is a major factor in growing bus use and must compete with emerging modes of transport such as Uber.
- Young people have been identified as the growth market – the offer needs to be centred around them.
- Public funding for bus information is limited – we need to be innovative to reach customers via cost effective channels – online/smartphone enable this as well as ensuring we are delivering value for money to local taxpayers.
- The emerging Bus Alliance presents the opportunity for reviewing activities, innovation and cost-sharing agreements with operators.
- The Combined Authority and bus operators remains committed to ensuring people who are not able to interact with digital information have access to the information they want via a cost-effective solution.
- Adapting the provision of information to bus passengers to meet changing demand requires the Combined Authority to re assess its role in delivering information to the customer. Under the previous Strategy, the Integrated Transport Authority/Metro was the major provider of information services.

The new Strategy places the promotion of leisure and tourism services along with ticketing products in the hands of bus operators. The Combined Authority will ensure network wide availability of information and, as digital becomes the primary means of delivery, managing the data necessary for delivery by other parties.

At times of disruption when coordinate and timely information becoming increasingly important, the Combined Authority will need to play a co-ordinating role in the provision of travel advice.

7. Consultation

A well-publicised consultation on the Draft Bus Information Strategy, to which over 1,000 responses were received, took place over eight weeks in July and August 2019. A full consultation report has been produced and considered in the development of this Strategy. The report is available upon request.

The consultation was promoted via digital screens in bus shelters, posters in bus stations and travel centres, our websites, email and across social media channels. Significant coverage was generated via local and regional media.

Officers conducted face-to-face drop-in sessions at bus stations and focus groups with community, accessibility and young people's groups. In total, the consultation generated 1,012 online and paper survey responses which have shaped the focus of the updated strategy. Further focus groups are being held at colleges in October/November 2019. Any further findings from these sessions will be incorporated into the Strategy.

A majority of respondents were in support of the 'digital first' principles of the draft Bus Information Strategy.

The consultation highlighted that the younextbus real-time information service is the most frequently used source of information with 59% of respondents using electronic real-time displays at bus stops and 36% accessing real-time bus information via their smartphone on a daily/weekly basis. We have committed to increasing the provision of information and will seek an innovative approach to the procurement of a new system and to providing data openly for third party developers to use and innovate with.

Of those using the Internet to source bus information, 59% are using the wymetro.com online journey planner. At present over 6 million visits are made to the wymetro.com website by approximately 2 million people each year. The Combined Authority is committed to delivering an improved journey planner that provides customers with real time, disruption and fares information, through work with Transport for the North and local authority partners across the North of England.

Just 21% disagreeing with the 'digital first' approach with more detailed analysis of their feedback showing this was largely the result of a proposed move to reduce production and availability of paper timetables.

The initial Draft Strategy proposed scaling down the large-scale print runs of traditional paper timetables. Feedback from the consultation identified that paper timetables are still required by some passengers in planning their journeys. Thirty-two per cent of respondents stated they used timetables at least once per week and 18 per cent said they would not have any alternative to finding information if timetables were withdrawn completely.

In response to this feedback, the Combined Authority has developed a cost-effective commitment to maintaining the provision of printed timetables that delivers value for local taxpayers, and has updated the Strategy accordingly.

A high number of respondents also stated that they used printed timetable displays at bus stops, 49% of whom used them on a daily/weekly basis. This Strategy commits the Authority to developing a new design for these timetables and maps, which will make using the network easier for new and existing passengers via the Network Navigation project.

8. What have we done over the last five years?

A number of enhancements, delivered as a result of the previous Bus Information Strategy, have improved the information available for passengers and have reflected a anticipated shift to digital channels. This has been delivered at a reduced cost for the taxpayer and has increased the amount of information being consumed by customers while maintaining overall customer satisfaction.

Improvement	
Webchat	Webchat for the wymetro.com website was introduced through the MetroLine contact centre in 2015, offering site users to ‘chat’ with customer service advisors to obtain the information they require. Webchat facilitates a self-service culture as agents are able to demonstrate where on the website information can be obtained with the aim of encouraging future un-aided use of the site. MetroLine now handles over 11,000 webchats per year, an approach that has proven successful with increasing numbers visiting the website and over 650,000 timetable downloads taking place every month.
Social Media	Use of social media was in its infancy at the production of the previous Bus Information Strategy boasting 6,000 followers across the Twitter and Facebook platforms. Now in its 10 th year of operation, social media is a key element of the service offering real-time updates about planned and un-planned disruption to the network as well as travel advice. A co-ordinated approach with operators and partners has been established to disseminate and amplify information to ensure maximum reach to passengers. Our social media platforms now have c. 40,000 engaged followers.
Website	With research in the previous Strategy indicating that the majority of online interactions would be via mobile devices, the wymetro.com Metro website was re-developed within a ‘responsive design template’, that optimises the site’s display across all devices. Now, over 60 per cent of the site’s 500,000 user sessions each month is via mobile devices. The website was also moved to a more secure and robust hosting environment to improve stability during periods of high demand such as bad weather/severe disruption.
Online timetables	In response to customer demand, development work was carried out to present timetables on the website in XML format to make viewing them easier to use for customers using mobile devices. Over 650,000 timetables are viewed via the website every month. As this figure has increased, the demand for paper timetables has decreased, showing a direct correlation between availability of the outputs.
Journey Planner	A new journey planner was introduced incorporating mapping information, which has enhanced the provision of information via this channel. Approximately 50% of visitors to the website use the journey planner.

Improvement	
Disruption Information	More effective use of the website, social media and at-stop real-time screens to present disruption information has increased the reach of key service information helping to keep customers informed.
Open data	The Combined Authority has made timetable and real time information available via national open data sources that is being used by third party apps to provide customers with service information. Real Time information processed by the Combined Authority is viewed via third party applications over four million times every month. This approach has enabled apps to be developed and made available to customers at no additional cost to the taxpayer or resource from the Combined Authority.
QR codes/NFC tags	All c. 14,000 stops and shelters within West Yorkshire have had a QR code/NFC tag installed at every stop, which enables customers to access Real Time information for their stop. To date over two million scans have been recorded with over 90,000 being recorded every single month.
Information at every stop	Printed service information has been installed and maintained at all c. 14,000 stops and shelters. It was previously only displayed at 4,000 shelters.
Information Points	Six, self-service information points have been installed at six bus stations enabling customers to plan journeys, access service information and timetables via a touch screen.

9. How have we performed alongside Key Performance Indicators (KPIs) set in the previous strategy?

Performance is monitored via the annual Tracker survey.

Awareness - Although awareness of key digital channels has increased, most notably of the Metro website, there is potential to generate further awareness of real-time information both online and via smartphone.

Usage – usage of traditional information sources has reduced, most significantly the use of the MetroLine contact centre. *Usage of real-time information via smartphone shows a perceived drop in usage in 2017 recording 8.9% compared to 12.1% in 2011. However, the actual usage stats from the real-time system show the data was accessed over 53 million times last year, which was an increase from 43 million.

Performance – significant increase in satisfaction for real-time via smartphone and Bus Station Travel Centres. Reduced satisfaction around printed information at bus stops. Intelligence suggests that concerns over the speed of information display updates following service changes, and presentation. New design roadside displays are being produced as part of the Bus 18 initiative which has now become the Bus Alliance.

	2011 position	2017 target	2017 actual
Awareness (% of population)			
Metro website	61.6%	75%	75.7%
MetroLine	50.0%	65%	49%
Real-time information via Internet	25.4%	50%	38.7%

Real-time information via smartphone	13.5%	50%	40.4%
	2011 position	2017 target	2017 actual
Usage - frequent or occasional (% of population)			
Metro/operator websites	34.6%	50%	51.8%
MetroLine	13.7%	20%	5.3%
Pocket timetables	32%	20%	26.9%
Real-time Information via Smartphone	12.1%	20%	8.9%*
	2011 position	2017 target	2017 actual
Performance (on 1 – 10 scale)			
Bus Station displays	7.8	8.2	7.7
MetroLine	7.7	8.2	7.7
Travel Centres	6.8	8.0	7.7
Displays at bus stops	8.1	8.5	7.3
RTI Smartphone	4.4	7.5	8.0

10. What’s in the current provision and where do we go next?

Channel	Current provision	Where next	Funded by?
Digital/’Always live’ Information Outputs			
WY Metro website	Website available 24/7 offering stop level real-time information, timetables, journey planning software as well as travel advice and offers. Webchat enquiry service available.	<p>We will retire the current journey planner. Working in partnership with Transport for the North and regional Local Transport Authorities, we will link to third party journey planner providers (for example, Google) to implement a cost-effective solution that incorporates fares and disruption information.</p> <p>We will continue to make timetable and real-time information available via the website.</p>	<p>wymetro.com website: West Yorkshire Combined Authority</p> <p>Journey planners: Third party commercial partners</p>
Social media	Service information, customer assistance, travel advice and offers via Twitter and Facebook provided between 07:00 – 20:00	<p>We will continue to use and promote social media to disseminate live information and respond promptly to people’s travel enquiries.</p> <p>We will explore new channels such as Snapchat and Instagram, which have been identified by young people, to signpost service information.</p>	West Yorkshire Combined Authority, West Yorkshire Ticketing Company & bus operators
Real-time information via smartphone and web	Real-time data processed by the Combined Authority is available to smart device and PC users via the wymetro.com website and real-time data is made ‘open’ to be used via third party smartphone apps.	<p>We will explore ways to improve the processing, accuracy and delivery of real-time information and promote the availability of the service.</p> <p>We will enhance the provision of real-data being made available as open data to enable innovation of third party applications and journey planning tools.</p>	West Yorkshire Combined Authority & bus operators
Real-time Information via text	Real-time information is available to customers via text message upon request.	We will work to phase out the use of text messaging for real-time information as customers stop using it. Data is showing that customers are texting the service 1.3 million fewer times per year than they did ten years ago. Customers are accessing live bus information via more cost-effective sources such as online, apps or via QR/NFC codes.	The customer

Channel	Current provision	Where next	Funded by?
		We will promote the more cost-effective 'always-live' information via web and smartphone apps to reduce the cost for customers and to ensure that customers receive the best, most accurate, information.	
Metro Messenger	e-newsletter providing travel and service change information and Combined Authority updates.	We will continue to provide travel and service change information and Combined Authority updates and continue growing the database of c.4,000 people who have currently signed up to receive it.	West Yorkshire Combined Authority
Open Data	We currently make route, timetable and real-time information available via open data through the National Data Set.	We will work with local authority partners, operators and developers to maximise the opportunities presented by open data. Making data available openly will enable third-party developers to innovate in the ongoing development of journey planning tools and customer information and the development of a 'Mobility as a Service' app.	West Yorkshire Combined Authority, Rail, Bus operators and Transport for the North
On the Network			
Roadside displays (timetables at bus stops)	Timetable information is available at all 14,000 bus stops and shelters across the network.	We will redesign the layout of the bus stop timetables in line with wider improvements being introduced to make using the bus network easier. We will make service information available at every stop and work with operators to reduce the frequency of posting updates.	West Yorkshire Combined Authority and bus operators
QR Codes/NFC tags	Cards have been installed at all 14,000 stops and shelters across West Yorkshire, providing easy links to stop-specific real-time information on smartphones.	We will continue to provide QR codes and seek to incorporate them within the update design of the bus stop timetable.	West Yorkshire Combined Authority
Real Time Information at stops	There are currently screens displaying real-time bus information at 1,050 stops throughout West Yorkshire .	We are introducing a further 1,000 screens in the Leeds district as part of the Leeds Public Transport Investment Programme. We will seek alternative options for providing power to screens.	Leeds City Council / West Yorkshire Combined Authority

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Channel	Current provision	Where next	Funded by?
Network-wide information	Wayfinding and mapping information made available at key hubs and interchanges	<p>We will provide a network map that will show high-frequency services, the design of which will relate to the emerging key network legibility system.</p> <p>We will produce corridor-specific route maps showing stops, key landmarks and destinations along high-frequency routes.</p> <p>We will make maps available across the network, in printed leaflet form and online with print at home capability.</p>	West Yorkshire Combined Authority
Print			
Pocket timetable booklets	Timetable booklets are printed for every West Yorkshire service and each time bus services are changed, the affected booklets are updated and reprinted. Remaining unused and outdated copies are pulped.	<p>We will replace the existing range of printed bus timetable booklets with lower-cost leaflets. Initial plans to withdraw printed timetable information were reconsidered in response to demand from customers. A revised format will be made available that will provide route and timetable information at a reduced cost to local taxpayers and result in the environmental benefits of less paper waste.</p> <p>We will establish a network of outlets across West Yorkshire that will stock timetables to manage availability and to minimise waste.</p> <p>The production and distribution of printed material promoting specific bus services will be the responsibility of bus operators who could either provide these materials directly or commission material from the Combined Authority.</p>	West Yorkshire Combined Authority and Operators
Ticket and price list leaflets	A suite of printed information is produced to promote concessionary/pre-paid tickets	We will produce information under the direction of the West Yorkshire Ticketing Company.	West Yorkshire Ticketing Company
Network Maps	We currently make maps available online and print a limited	We will make maps available across the network, in printed leaflet form and online with print at home capability.	West Yorkshire Combined Authority

Channel	Current provision	Where next	Funded by?
	quantity at key changes in the year.		
Face-to-face Information Services			
Travel Centres	The Combined Authority provides Travel Centres in Bradford, Castleford, Halifax, Huddersfield, Leeds and Pontefract. On behalf of the Combined Authority, Arriva operate Dewsbury and Wakefield Travel Centres and Transdev operates Keighley. Travel Centres provide face-to-face and printed information and ticketing retailing.	<p>We will transform our Travel Centres to provide a service aligned with the modern high street bank model, providing a range of self-serve and face-to-face options designed to ensure a positive, efficient and informative service to all customers.</p> <p>Customers will have the option of using self-service machines with personal assistance available. Printed information will be available.</p>	West Yorkshire Combined Authority & West Yorkshire Ticketing Company
MetroLine	The MetroLine call centre has evolved into a multi-channel contact centre offering customer service/information via webchat, social media and email in addition to calls. The service is operational 07:00 – 20:00 seven days a week.	<p>We will continue to embrace emerging opportunities to interact with customers via the channels they choose and want to use.</p> <p>We will work with operators through the West Yorkshire Bus Alliance to ensure that customers are provided with a seamless level of service across the industry.</p> <p>We will continue to monitor the service and usage to ensure provision meets customer expectations as well as delivering value for money for local taxpayers.</p>	West Yorkshire Combined Authority, Rail & Bus operators
Digital, Information Systems			
CoSA – Combined Services and Assets Database	A GIS (geographic information system) storing current bus timetable data and bus stop information. Provides timetable data used by Journey Planner, Traveline and other APIs (application program interface) output to create print and network Information at bus stops and interchanges.	We will seek to reduce data processing and validation costs through automation and data quality initiatives with operators.	West Yorkshire Combined Authority

Channel	Current provision	Where next	Funded by?
Real-time bus information	Processes bus timetable data and automatic vehicle location data to output predicted arrival times to customers through at-stop displays and online services, including via yournextbus on the wymetro.com website.	We will procure a new service contract from 2021/22 seeking to improve processes and information accuracy at a reduced cost to the tax-payer.	West Yorkshire Combined Authority
Accessibility			
Accessible Information	Easy read and British Sign Language guides relating to the English National Concessionary Travel Scheme. We provide bus timetable information in large print and braille on request. Our accessible website provides online large print and Easy Read bus pass application forms. We have fully accessible online webchat for those who require assistance using the website. We have the capability to provide information in 240 different languages through our subscription to the language line service.	<p>We will continue to provide accessible information</p> <p>We will continue to work in partnership with disability groups to ensure we meet their needs and understand the emerging technologies they are using to get information.</p> <p>We will provide open data to feed these new accessible applications.</p> <p>We will keep up-to-date with changing accessibility requirements.</p> <p>We will increase awareness and usage of accessible information.</p>	West Yorkshire Combined Authority

11. What we will do and when

	Year one - Transition	Year two –three Transformation	Year four-five Review
Digital	Identify cost-effective alternatives for providing journey planning tools, incorporating disruption and fares information. Identify opportunities presented by emerging technologies and open data.	Implement a new journey planning solution; Develop the ‘Mobility as a Service’ proposition; Enhance supply of open data to enable the development of innovative third-party journey planning applications; Procure a new Real Time solution seeking opportunities for the innovative delivery of real time information using emerging technologies and open data; Increase provision of real time information on-street and promote the availability of ‘always-live’ digital information via multiple channels.	Maintain awareness of developments in technology and how customer information may be enhanced through their use.
On the network	Develop approach to presenting information across the network to make it easier for new customers to plan and navigate their journeys and understand the opportunities the network offers. To be initially introduced in Leeds.	Implement new approach to on-street information across West Yorkshire.	Ensure the provision of information across the network is meeting the needs and expectations of users. Ensure that information is maintained to a high standard.
Face-to-face	Develop a blueprint for the Transformation of Bus Station Travel Centres.	Introduce a new ‘high street bank’ model for Travel Centres at bus stations where funding is identified. Establish a business case for transformation of the remaining travel centres.	Introduce the new ‘Travel Centre model’ at all travel centres.
Print	Establish new approach for the provision of printed information that delivers value for money for local taxpayers and reduces waste..	Maintain required level of provision of printed information.	Review ongoing demand for printed information with Bus Alliance partners and customers.
Constant review of strategy as technical developments enter the market			



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Bus Information Strategy 2019-24

Engagement Analysis Report

West Yorkshire Combined Authority

October 2019

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Background

The Bus Information Strategy fulfils the requirements of the Transport Act 2000 in determining what bus information should be made available to the public and the way in which it should be made available. The Bus Information Strategy is part of the West Yorkshire Transport Plan and covers the whole of West Yorkshire – Bradford, Calderdale, Kirklees, Leeds and Wakefield.

The draft Bus Information Strategy sets out the following key objectives:

- **Digital First** – focus delivery to mobile devices
- **Always Live** – up to date information on the move
- **Customer driven** – the customer selects the information they need
- **Network-wide** – fixed information at stops and interchanges
- **Inclusive** – everyone has access according to need and requirement
- **Cost-effective** – for the local taxpayer

Between 1 July and 25 August 2019 (8 weeks), a period of public engagement took place where interested individuals and stakeholders were able to give their feedback on the draft strategy.

Engagement Objectives

- Inform interested parties of the draft Bus Information Strategy
- Seek feedback on the draft strategy

Methodology

- The engagement was **hosted on the Your Voice digital engagement hub** (www.yourvoice.westyorks-ca.gov.uk/bus-information-strategy). This contained information on the draft strategy and the engagement, background documents and a link to an online survey and Q&A forum.
- **Paper copies of the survey were also made available** at drop-in sessions or on request and were made available to stakeholder groups. The paper copy surveys were accompanied by printed 'Freepost' envelopes for free of charge returns.
- A series of **public drop-in sessions** were held at eight bus stations across West Yorkshire.
- Several **meetings and workshops** were held **with various stakeholder groups** prior to and during the engagement period.
- **Responses** were also welcomed **via email or letter**.
- A series of **press releases** were sent out.
- **Social media** channels were used to promote the engagement
- **Links on the Metro website**.
- A series of **bespoke emails** were sent out **to the stakeholder database**.
- A variety of promotion tools were utilised including **pre-existing newsletters and messages on real time information displays**.
- Several stakeholder groups including **local councillors and local groups and organisations were specifically targeted with personalised emails**.

Summary of Responses

- A total of **1012 surveys were completed** (691 online surveys and 321 paper surveys).
- 17 stakeholder meetings and workshops
- A significant number of people were engaged with, picked up paper surveys or provided feedback at drop-in sessions held at bus stations across West Yorkshire.
- Eight individuals asked a question through the online Q&A tool via the Your Voice website.
- 17 emails were received
- Three letters were received.
- One respondent gave feedback by telephone.
- One respondent gave feedback via a face to face discussion.
- 1,590 unique visits were made to the engagement website www.yourvoice.westyorks-ca.gov.uk/bus-information-strategy.

Analysis

The results of the public engagement exercise have been presented in this report. Quantitative and qualitative response data are presented together to provide overall sentiment. The information provided has been subject to a thematic analysis to look for common themes. The data that has been collected has been considered by officers involved in developing the Bus Information Strategy.

Please note: All comments used as illustrative quotes within this report have been copied verbatim from their source. No changes were made to the information received so as not to inadvertently misinterpret or misidentify the intention of the respondent.

Executive Summary

A majority of respondents were in support of the 'digital first' principles of the draft Bus Information Strategy although 21% disagreed with the objectives. More detailed analysis of the feedback shows that this disagreement appears to largely result from the proposed move to reduce production and availability of paper timetables.

Feedback from the consultation has identified that paper timetables are required by passengers in order to plan their journeys. 32% of respondents stated they used timetables at least once per week and 18% said they would not have any alternative to finding information if timetables were withdrawn completely. A key theme that emerged from the consultation was the availability of printed timetables across the region.

A high number of respondents also stated that they used printed timetables at bus stops, 49% of whom used them on a daily/weekly basis.

The consultation highlighted that real time information is the most frequently used source of information with 59% of respondents using electronic real time displays at bus stops and 36% of respondents accessing real time bus information via their phone on a daily/weekly basis.

Of those using the internet to source bus information, 59% are using the WY Metro online journey planner. At present over 6 million visits are made to the WY Metro website by approximately 2 million people each year.

Results

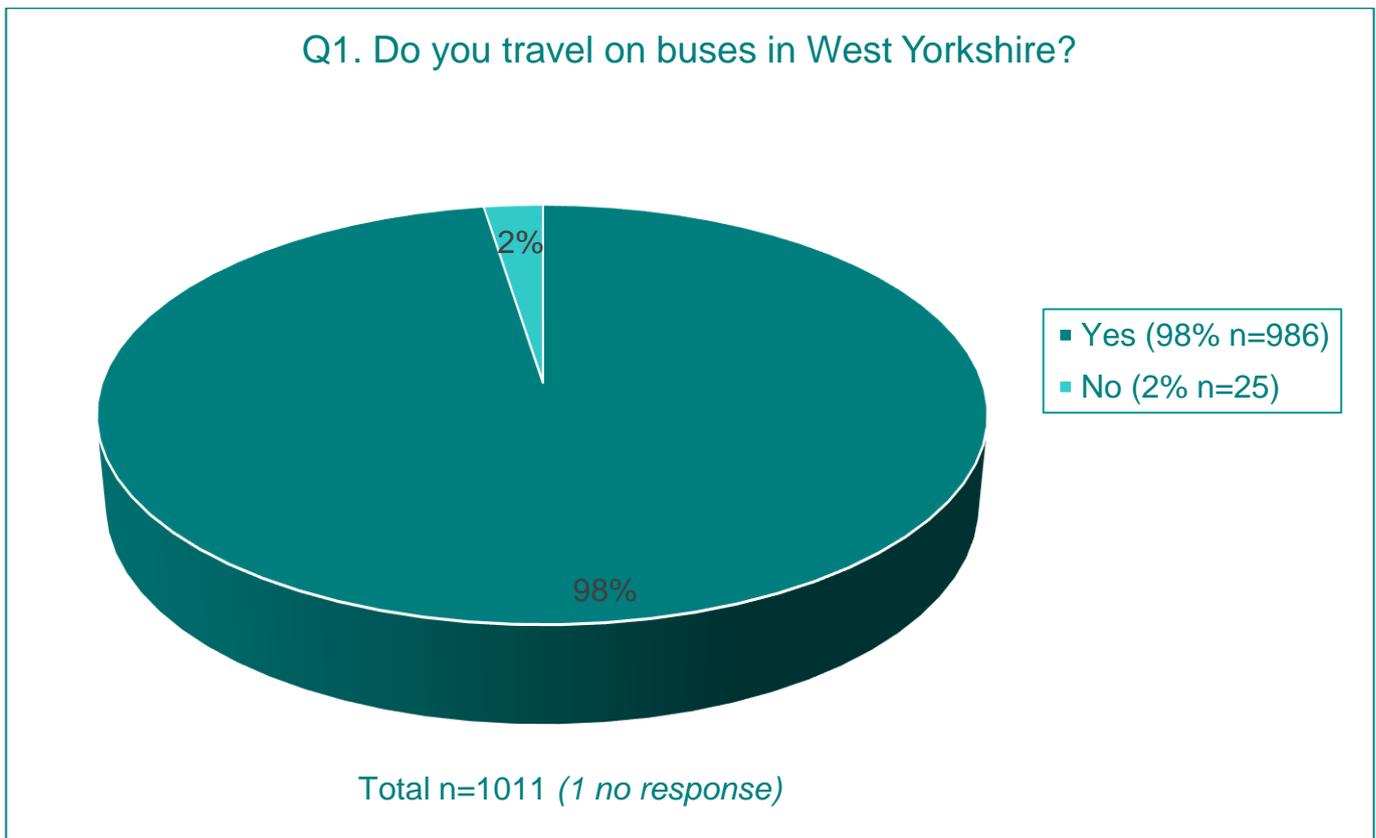
The survey was split into five sections:

- A: Bus Travel Information
- B: Non-Bus Users Only
- C: Bus Information Strategy 2019-24
- D: Personal Internet Use
- E: Additional Information and Optional Questions

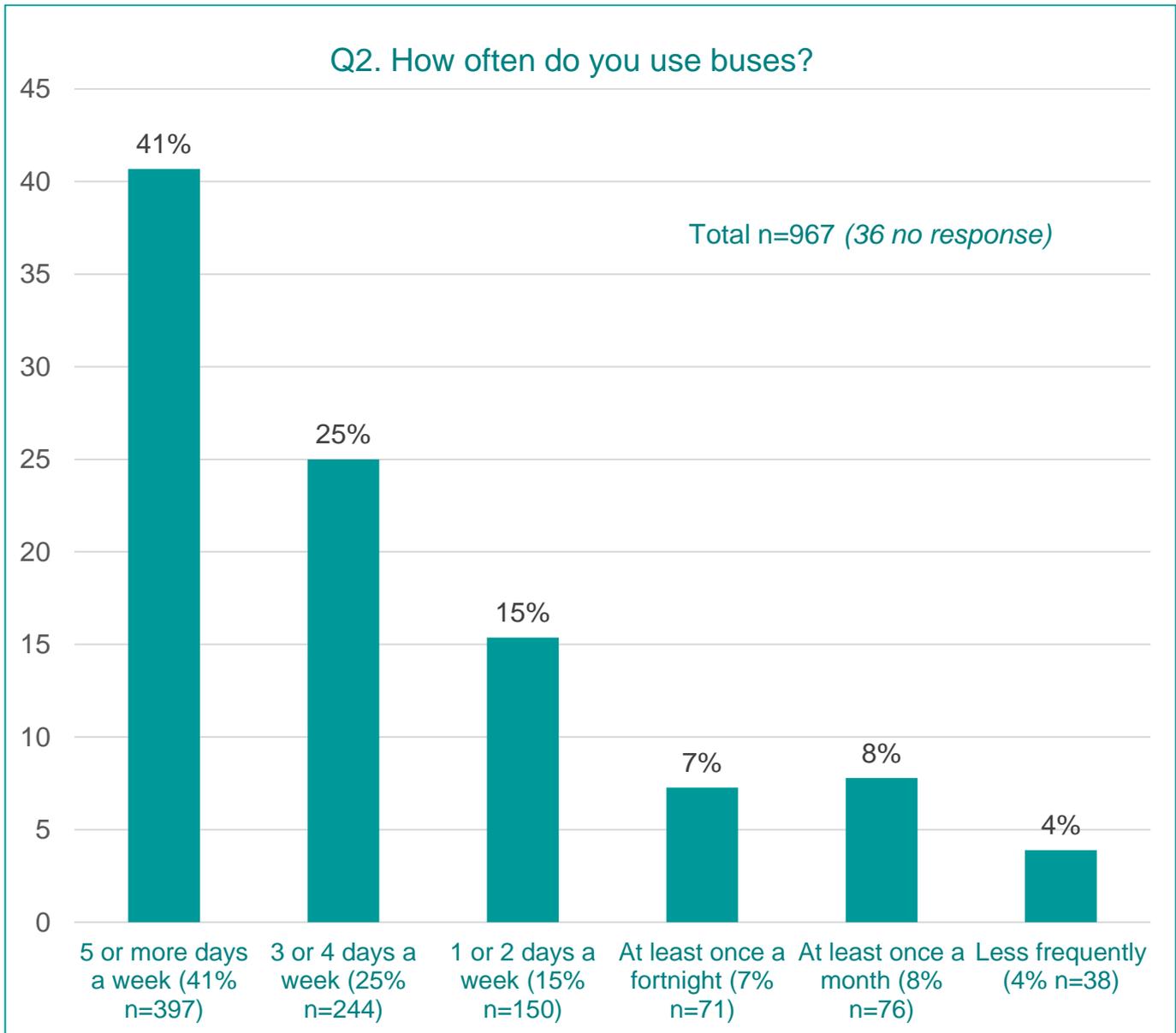
The respondents were asked to complete all the relevant sections.

Section A: Bus Travel Information

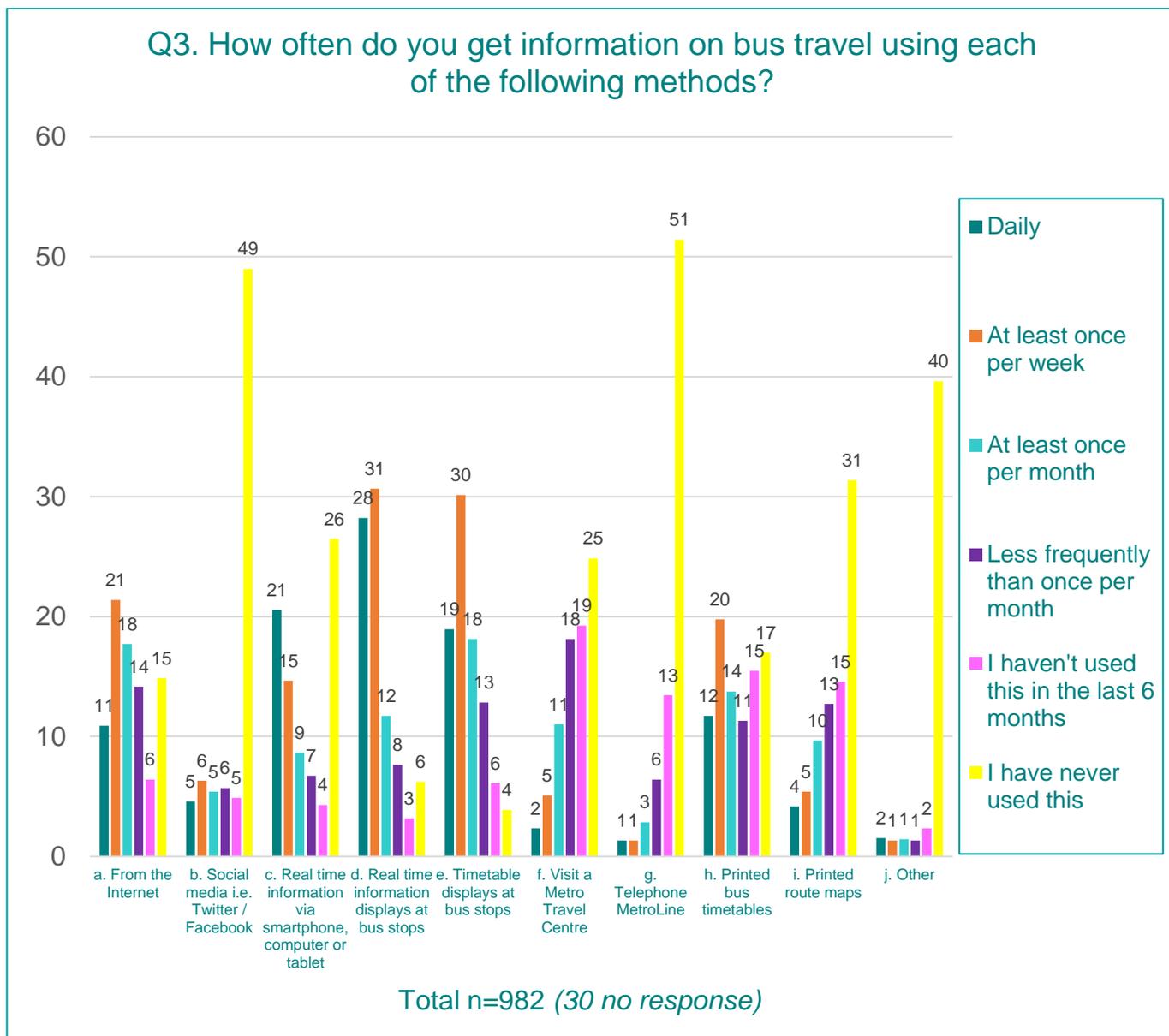
Q1. Do you travel on buses in West Yorkshire?
If you selected 'No' then please go to section B.



Q2. How often do you use buses? (please tick one box)



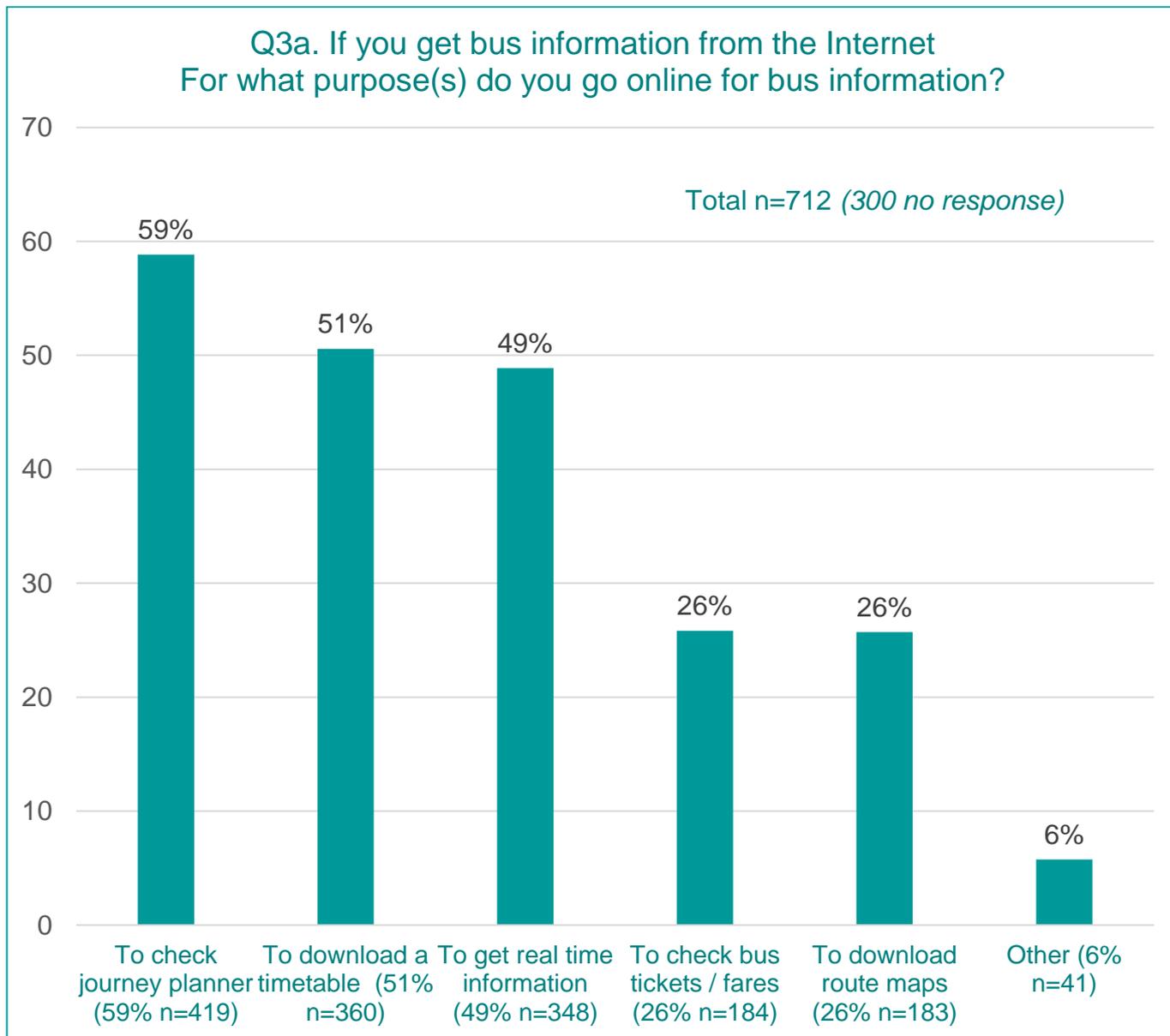
Q3. How often do you get information on bus travel using each of the following methods? (please tick one box per row)
Please complete parts a, b and c below based on your answer to Q3.



57 open text comments were provided, with the most common answer being “ask someone else” for information. The full list of comments has been compiled in a separate document and is available on request.

Q3a. If you get bus information from the Internet

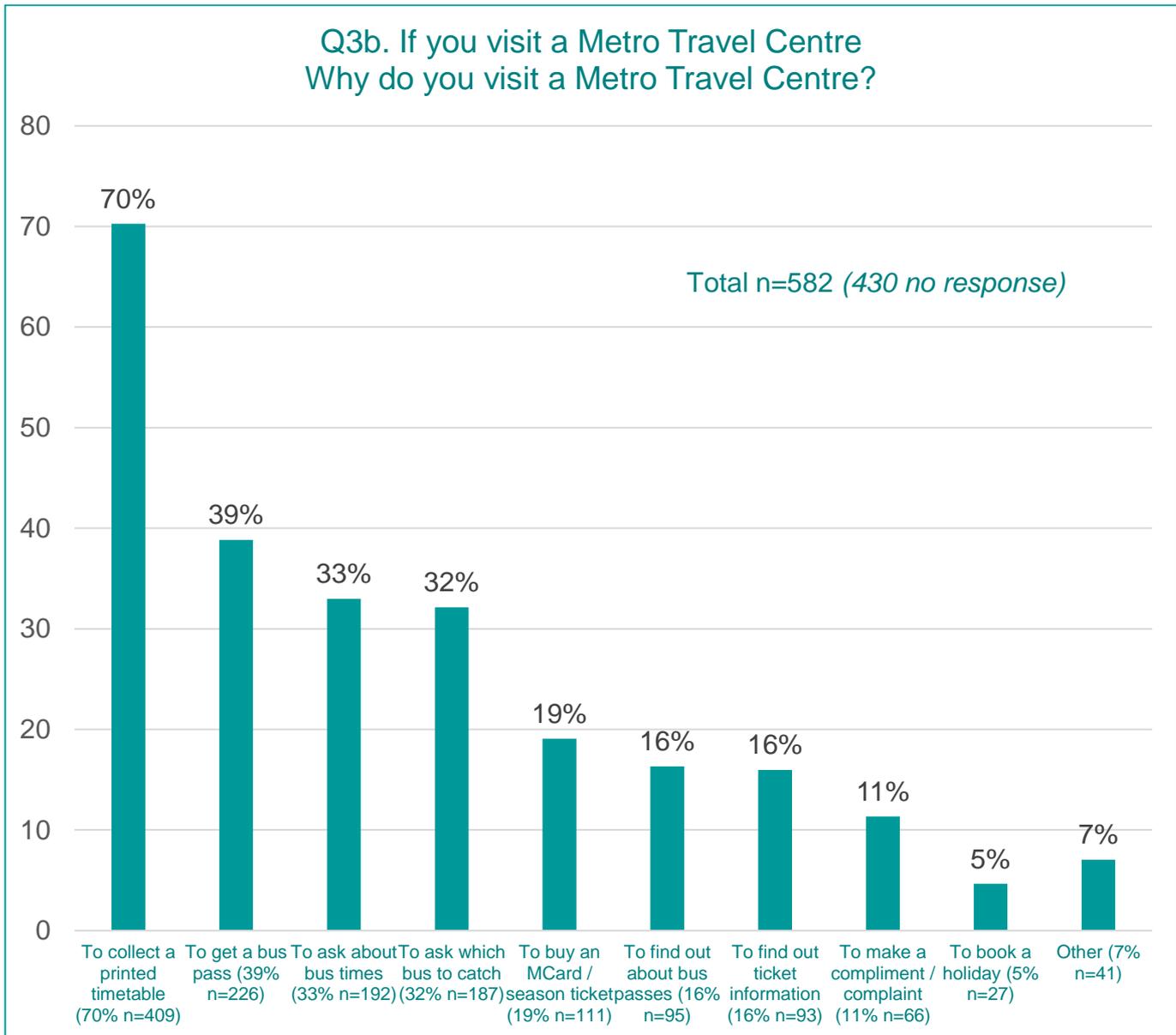
For what purpose(s) do you go online for bus information? (please tick all that apply)



Other, please state:

46 open text comments were provided. The full list of comments has been compiled in a separate document and is available on request.

**Q3b. If you visit a Metro Travel Centre
Why do you visit a Metro Travel Centre? (please tick all that apply)**



Other, please state:

43 open text comments were provided; The full list of comments has been compiled in a separate document and is available on request.

Q3c. Printed bus timetables

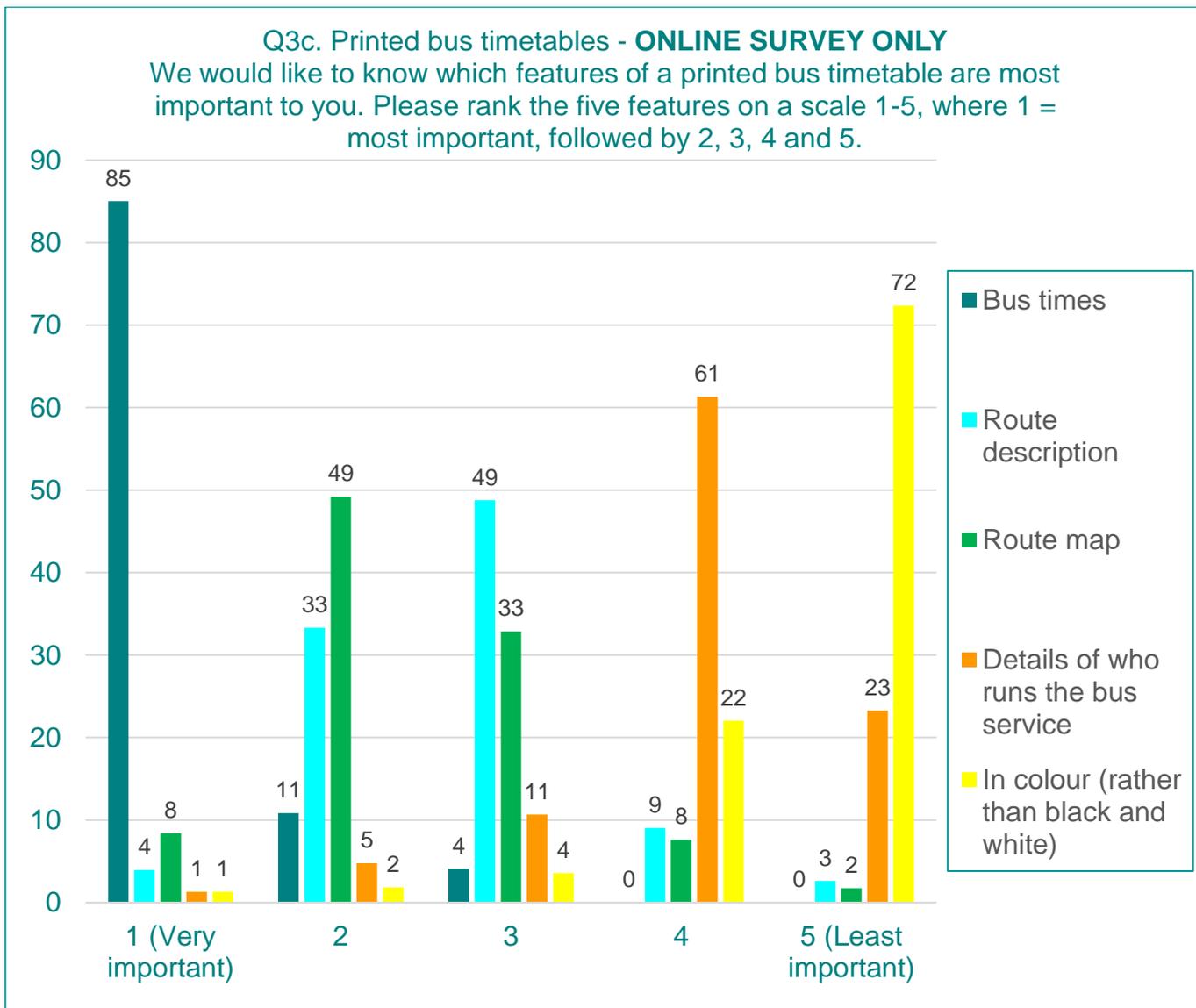
The West Yorkshire Combined Authority currently spends £90,000 per year on printing timetables. Last year almost 19% of those timetables were recycled because they were not used. We would like to minimise the amount of timetables we print to enable us to become more environmentally friendly and to reduce the cost to the taxpayer. We recognise that some passengers still rely on timetables, and our aim is to provide passengers with information in the format they need. This engagement is to help establish just what that should be.

We would like to know which features of a printed bus timetable are most important to you. Please rank the five features on a scale 1-5, where 1 = most important, followed by 2, 3, 4 and 5.

The results for this question have been analysed separately for both the online and paper survey as there was some confusion about how respondents ranked the options.

Online survey

Of the possible 691 respondents, 381 respondents answered this question.

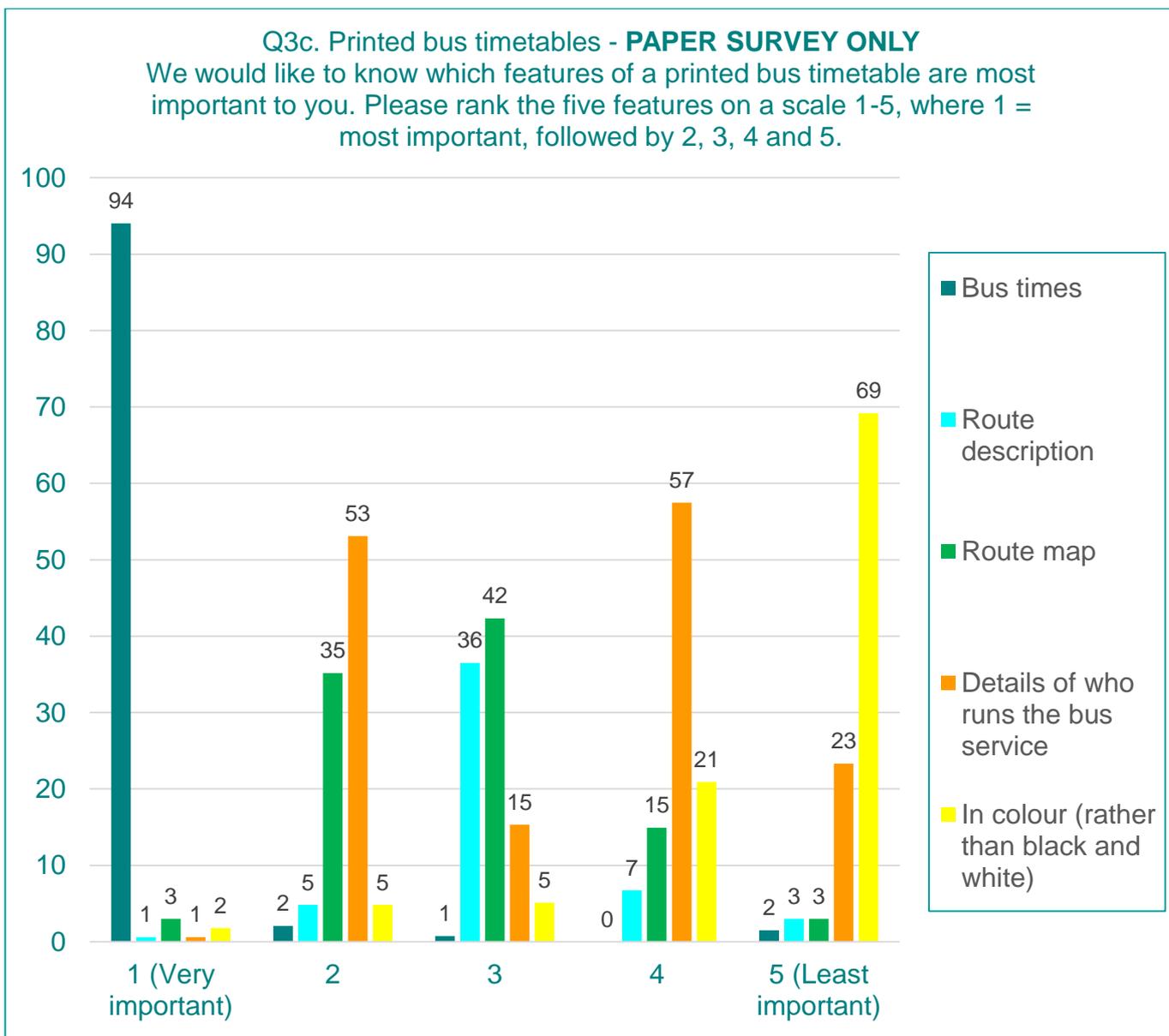


For the online survey, respondents had to drag the options and put them in order from 1 to 5. For the paper version, some respondents ranked all the options with the same number (1) which had to be discounted.

Also, for both surveys, some respondents only ranked up to 1 or less than 5.

Paper survey

Of the possible 321 respondents, 167 respondents answered this question.



If something else is important to you, please state:

119 open text comments were provided, covering 25 comment themes, the top five themes are listed below. The full list of comments has been compiled in a separate document and is available on request.

Comments	Tally
Prefer to use/important to keep printed timetables	17
Availability of timetables / outlets	10
Accessible formats/font size	8
List all stops / roads served	6
Other	28

The most common theme was a request to retain printed timetables, either due to lack of internet access or personal preference for printed material. Comments included:

Paper timetables are useful to keep as you can compare different routes and plan properly with different destinations. Please keep printed timetables and maps. Maps are too small to read on mobile phones and on computers.

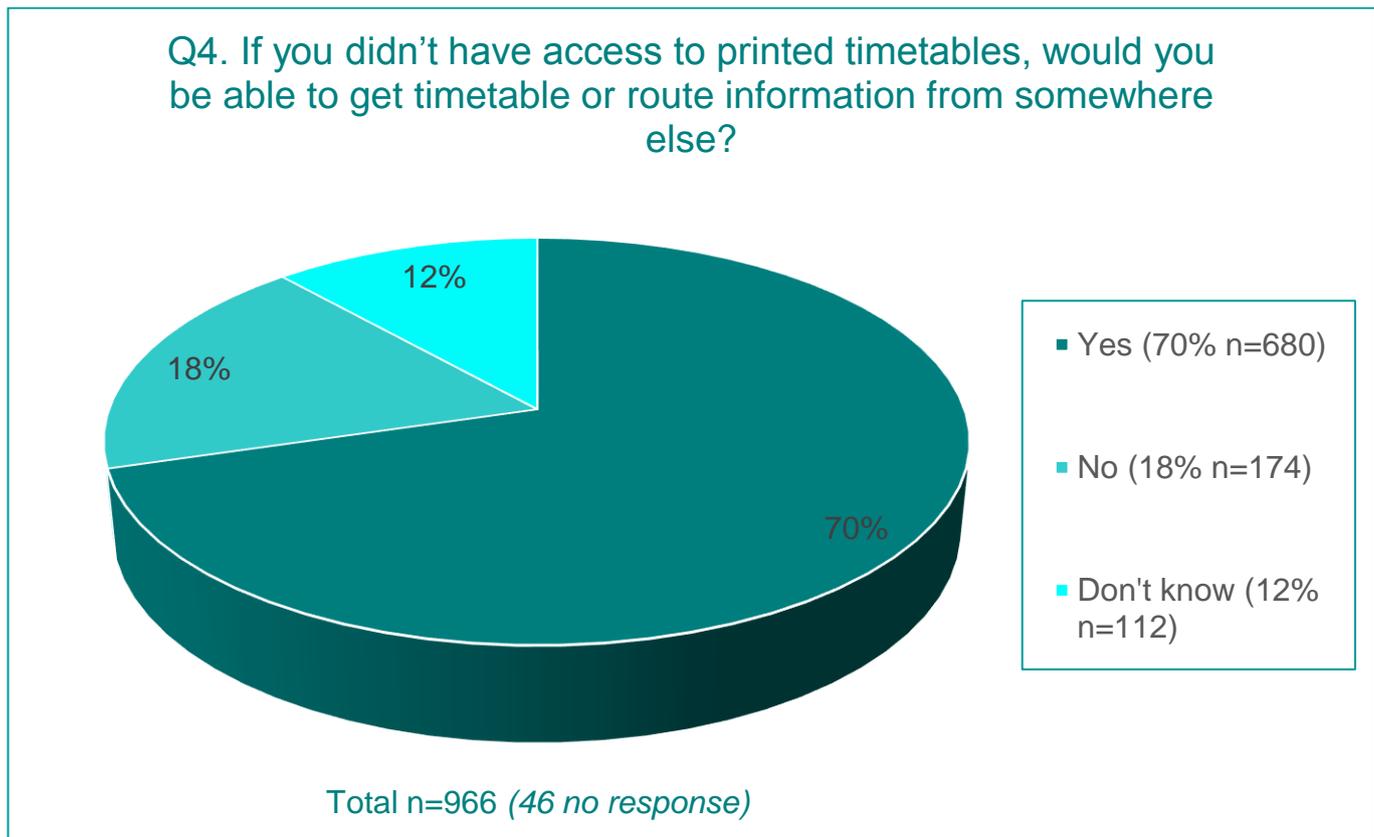
I don't have the internet or a smart phone. I need printed timetables.

A number of respondents also highlighted the need for availability and access to printed timetables, commenting on the need for adequate stocks at travel centres and availability in other locations. Comments included:

Availability at village hubs on the route e.g. community centres, doctor's surgeries etc

Recently they never have the timetable I need in the bus station

Q4. If you didn't have access to printed timetables, would you be able to get timetable or route information from somewhere else? (please tick one box)



Please explain your answer:

669 open text comments were provided, covering 17 comment themes. The top 5 responses are listed below. The full list of comments has been compiled in a separate document and is available on request.

Comments	Tally
Internet	359
Smartphone / App	126
Prefer to use a printed timetable	72
No Internet access/issues with Internet access	71
Real time / timetable at bus stop/station	58

Many people stated that they would use the internet or smartphone, with many referring to just 'internet' or 'online', and others stating that they would use the Metro website, google or bus operator apps. Comments included:

On google maps journey planner

I mostly use online timetables and never printed pamphlets.

I would do, as I do now, go online or check via an app depending upon the area involved.

I am visually impaired so find printed timetables of no help whatsoever as I can't see them to use them. The nearest thing that I use to printed timetables is the NFC and QR Codes on printed timetables that are displayed at bus stops.

Some people stated that they access information online, but still like to use printed information as well as digital:

On-line but still like a printed copy.

Can use the internet but prefer to have a printed timetable

Online via journey planner, though I find it easier to read and decipher printed timetables.

Others stated that they would be able to use the internet, but only before setting off on a journey as they don't have access to a smartphone:

I can access the internet at home. But if I am out, I often have the paper timetable with me to consult for times of buses when returning. I have no mobile internet access.

I have a tablet but when traveling I like a printed timetable with me to check

Probably available on the internet, but a printed timetable in the pocket is by far the quickest and most convenient

Other respondents stated that they have no internet access at all:

My friends and I in our eighties do not have computers, we need printed timetables.

I do not have internet or a modern 'I' phone and rely on having the bus timetables ALL THE TIME

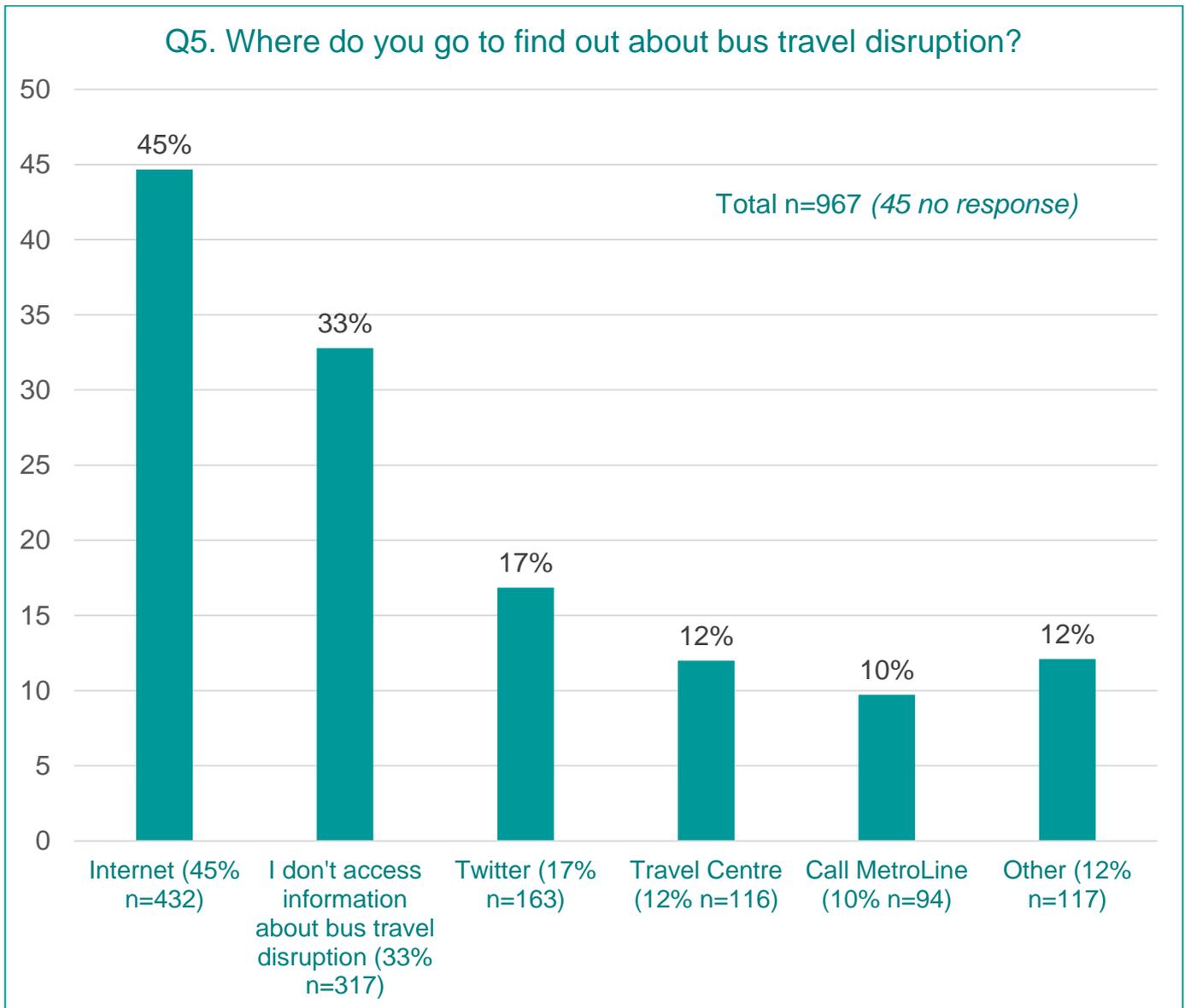
I have no means of accessing the internet, therefore printed timetables are a lifeline for me

Some respondents expressed concern for certain groups of other people who may not have internet access.

I have the Arriva app on my phone and am ok with going online or checking Twitter for any disturbances or issues. However, I work in a local library where we keep a stock of printed timetables and these are popular with the older generation and we often run out. If they stopped being available altogether then I fear there would be a backlash from the older generations who are less inclined (or unable to access) the information online.

Internet- but I am worried about older people because a lot of them are not computer literate so they need printed timetables

Q5. Where do you go to find out about bus travel disruption? (please tick all that apply)
Please go to section C.



Other, please state:

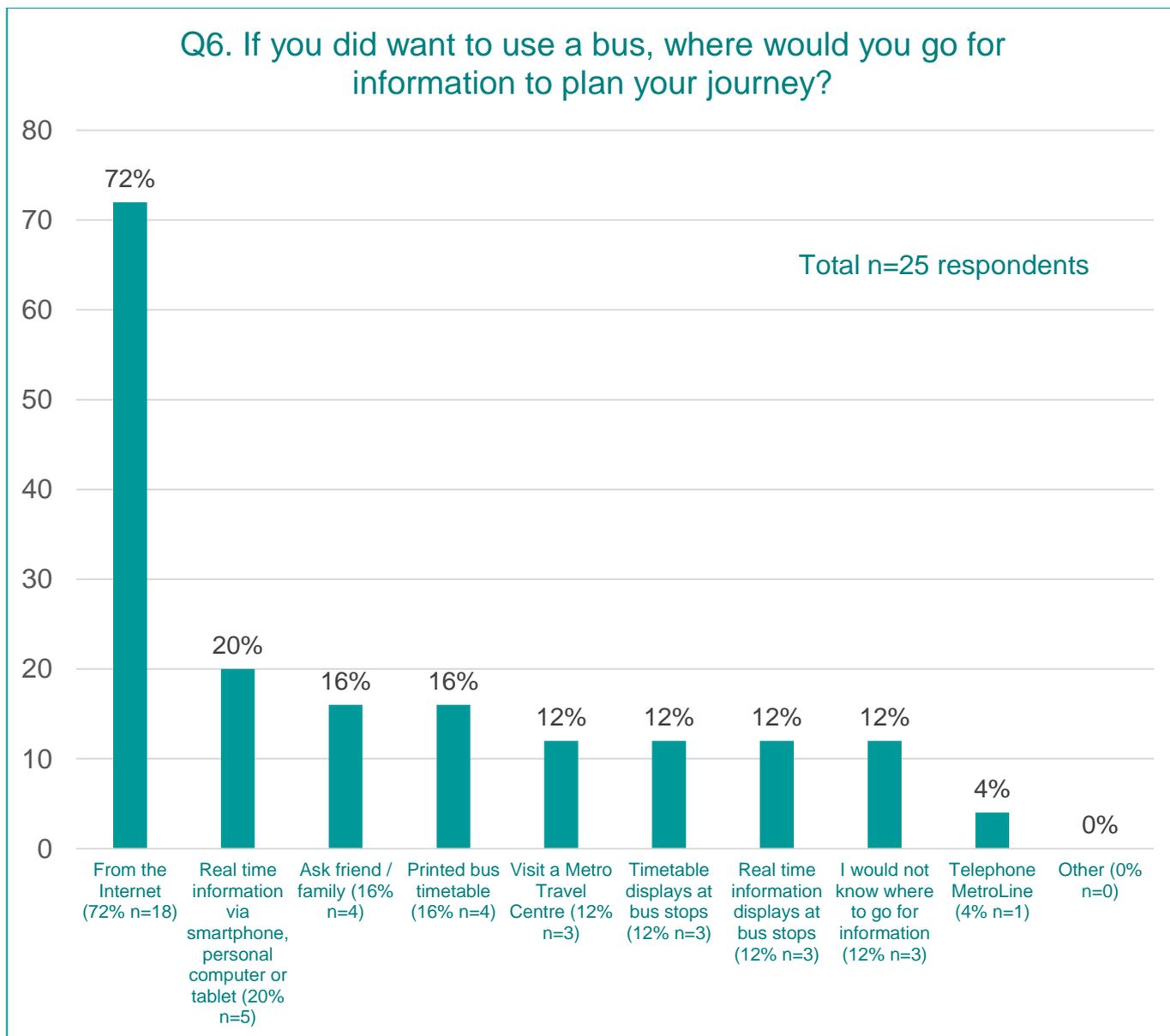
122 open text comments were provided. The full list of comments has been compiled in a separate document and is available on request.

The most common comments were from people who stated that they would access information at the stop or bus station – either through notices at the stop or via the real time displays. Other common themes were radio and local news sources, word of mouth and social media.

Section B: Non-Bus Users Only

25 respondents completed section B.

Q6. If you did want to use a bus, where would you go for information to plan your journey? (please tick all that apply)



Other, please state:

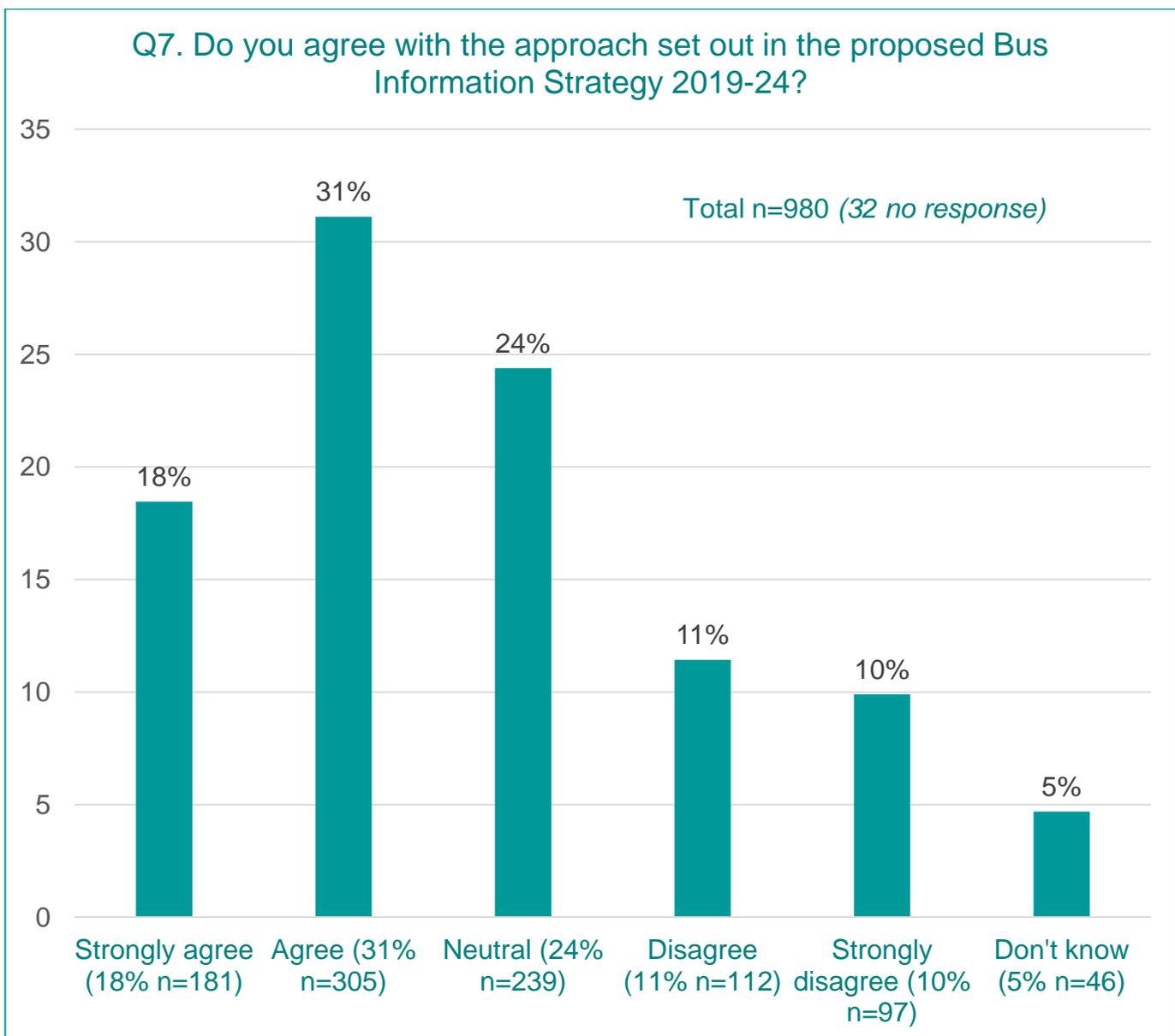
No open text comments were provided.

Section C: Bus Information Strategy 2019-24

Research shows that our customers are increasingly using online options to access bus information to plan their journeys. At the same time, we have seen a reduction in the number of people getting bus information from traditional sources such as phone, text and printed information. With demand for online information increasing, we plan to focus our development on digital information and increase awareness of the range of digital information sources that are available. We plan to maintain a basic provision of timetables for those people who do not have any alternative. We also plan to transform our Travel Centres to reduce customer waiting times and improve service.

Q7. Do you agree with the approach set out in the proposed Bus Information Strategy 2019-24? (please tick one box)

980 of the possible 1012 respondents completed section C.



Please explain your answer:

484 open text comments were provided, covering 27 comment themes, the top 5 these are listed below. The full list of comments has been compiled in a separate document and is available on request.

Comments	Tally
Not all have access/ concerns about other people's access to digital info	112
Keep printed timetables /prefer printed timetables	109
Good idea /support	59
Need to maintain alternatives to digital /range of info options	58
Older people	54

The most common comments focused on a lack of access to digital information. This was a mix of people stating that they personally do not have internet access and others highlighting concerns that other people may not have internet access – mostly highlighting older people as a key group to consider. This was also reflected in the number of comments highlighting the need to retain printed timetables and alternative (non-digital) information sources.

Although the younger generations use online, older ones, still need printed material

As long as older people have access to the information as a lot of older generation do not have computers, mobiles etc

Elderly people haven't got access to the internet and rely on printed timetables.

I think we need to be an inclusive society, and the elderly struggle with new tech, so we need both

However, printed timetables and maps should still be available in travel centres in present format. Print fewer. For travel they are far more user friendly than website ones, and portable.

I hope that the provision of printed timetables will not be reduced too much as I rely on them for information about bus times.

Don't remove printed publicity - particularly useful in rural areas with poor phone signal!

The majority of older bus passengers like myself prefer a printed timetable

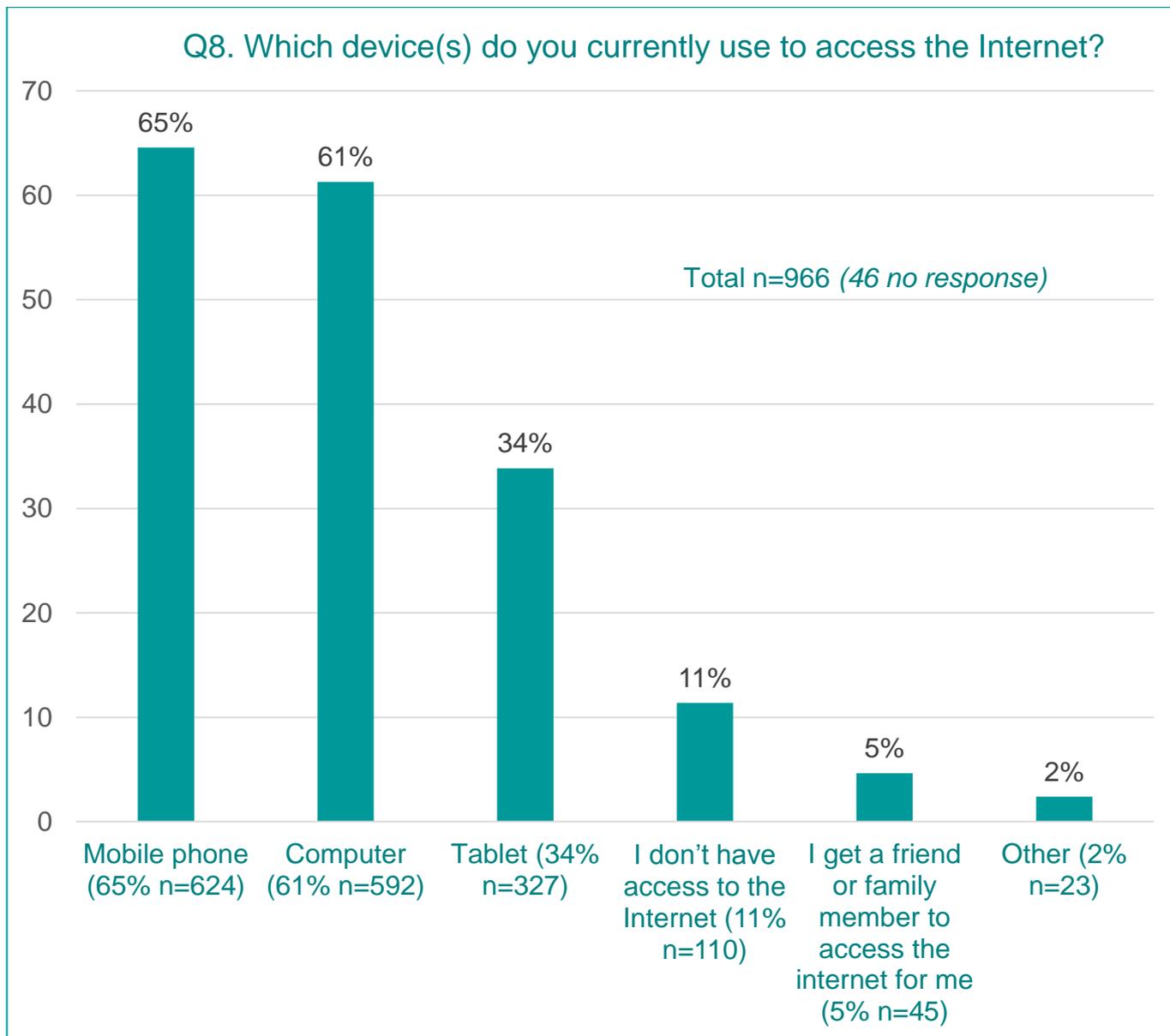
The removal of printed timetables would cause problems for elderly passengers.

I rely on bus timetables and information at bus stops.

Section D: Personal Internet Use

Q8. Which device(s) do you currently use to access the internet? (please tick all that apply)

966 of the possible 1012 respondents completed this question.

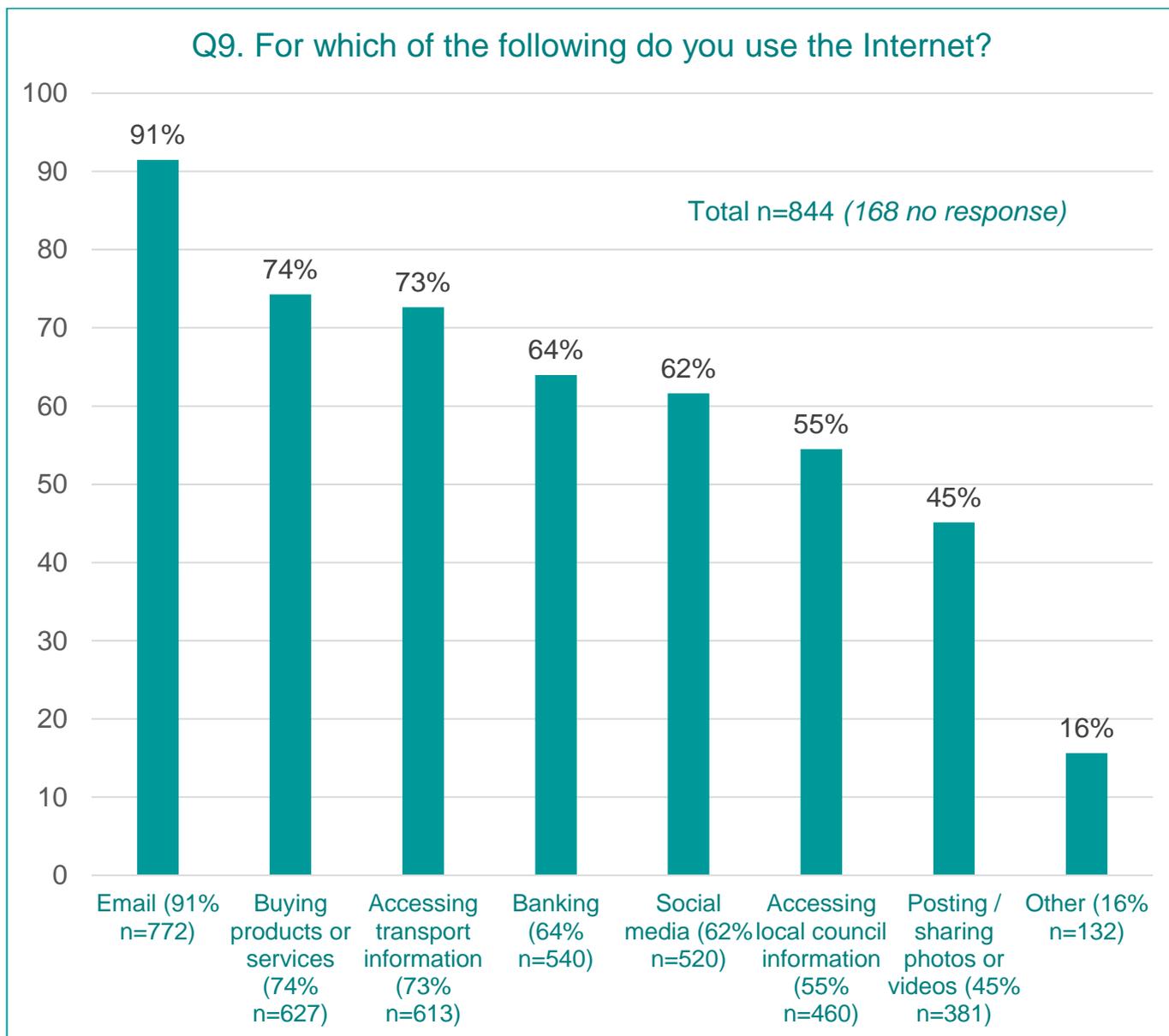


Other, please state:

29 open text comments were provided. The full list of comments has been compiled in a separate document and is available on request.

Q9. For which of the following do you use the internet? (please tick all that apply)

844 of the possible 1012 respondents completed this question.



Other, please state:

134 open text comments were provided. The full list of comments has been compiled in a separate document and is available on request.

Section E: Additional Information and Optional Questions

Respondents were given an additional opportunity to provide a comment or any detail they would like to be considered for the draft Bus Information Strategy 2019-24.

515 open text comments were provided, covering 66 comment themes, the top 10 of these are listed below. The full list of comments has been compiled in a separate document and is available on request.

Comments	Tally
People stating that they prefer / want to continue to have access to printed timetables	93
Feedback about bus service reliability/disruption	64
Need to ensure that the strategy takes into account the needs of key customer groups. References mainly to older people and disabled people, but also to BAME communities and tourists/ visitors to the area.	55
Feedback about bus services - frequency	47
Real time accuracy	42
Concerns that other people (e.g. older people) don't have access to internet	39
Requests for more real time displays at stop	38
Availability of timetables /access to timetables	37
Real time - suggested improvements, including information about disruption, live bus tracker maps, better integration with google/national websites, no scheduled times,	35
Disruption - information about	34

One of the key themes to emerge was a desire for the continued production of printed timetables. This is supported by other common themes which highlight concerns that older people are less likely to have internet access and a need to ensure that the strategy takes into account the needs of key customer groups, including older and disabled people. Comments regarding the availability of and access to printed timetables also feature in the top ten comments themes.

- Printed Timetables

The printed booklets of bus times are great help as I can just look up the relevant bus that I need for the journey. It's quicker than using internet.

I'm reasonably computer literate but find printed timetables so convenient

I am happy to look online for information about a one-off bus journey. However, if I made a regular journey, I would prefer to have a printed timetable for the relevant service(s). I don't have a smartphone to check information while I'm out and about but would carry a printed timetable to refer to.

Whereas a friend helps to access the internet. I heavily rely on paper timetables and the travel centres to access information and to get my bus passes.

- Older People and Key Customer Groups

The majority of older people would need paper timetables, not all people use the internet or use a smartphone, this country has a large population of older people.

Please DO NOT stop printed timetables and consider vulnerable people and those who are unable to access things digitally.

- Availability of/access to printed timetables

It would be helpful if timetables were always available in all public libraries, especially where there isn't a travel centre. Please continue placing timetables on buses and in bus stations. Skipton bus station and Ilkley bus station is a desert for information to take away.

Older and less able passengers rely on public transport to for their own independence. Make sure they have access or know where to get access to the printed information.

Comments about real time information also featured significantly in open text comments. Key themes focused on accuracy of the information, including frustrations when scheduled times are shown. Additional comments included requests for more real time displays at stops and suggestions for how the real time system could be enhanced.

Real time information is useful but needs to: a) be accessible through Google Maps as that will be more useful to people coming from different cities b) All buses should activate real time tracking; some turn off real time tracking if they're running late

I find that not all bus companies give accurate details of real time services. Also where there are bus shelters a digital display of the next bus due would be useful especially for those who either don't have access to internet information or for people who don't use buses regularly

The real-time data is great, but there still seem to be many individual buses that aren't tracked, which is frustrating - my priority would be lowering the proportion of these.

New multi-line bus due displays much better - please fit more and maybe add current time to moving line at foot of list. Please reduce instances of showing scheduled time only departures.

Providing real time info to Google maps would be excellent. Could bus stops be WiFi enabled to aid passengers' access info? Will this policy extend to real time info inside buses? Eg estimated time to next stop and final destination displayed?

Information about disruption also emerged as a common theme and area for improvement, with suggestions including better use of real time information to communicate messages when there are delays and cancellations.

Unlike train information screens, bus stop screens never say 'cancelled' if a bus is not running.

Real time information should be much better at showing when services is cancelled

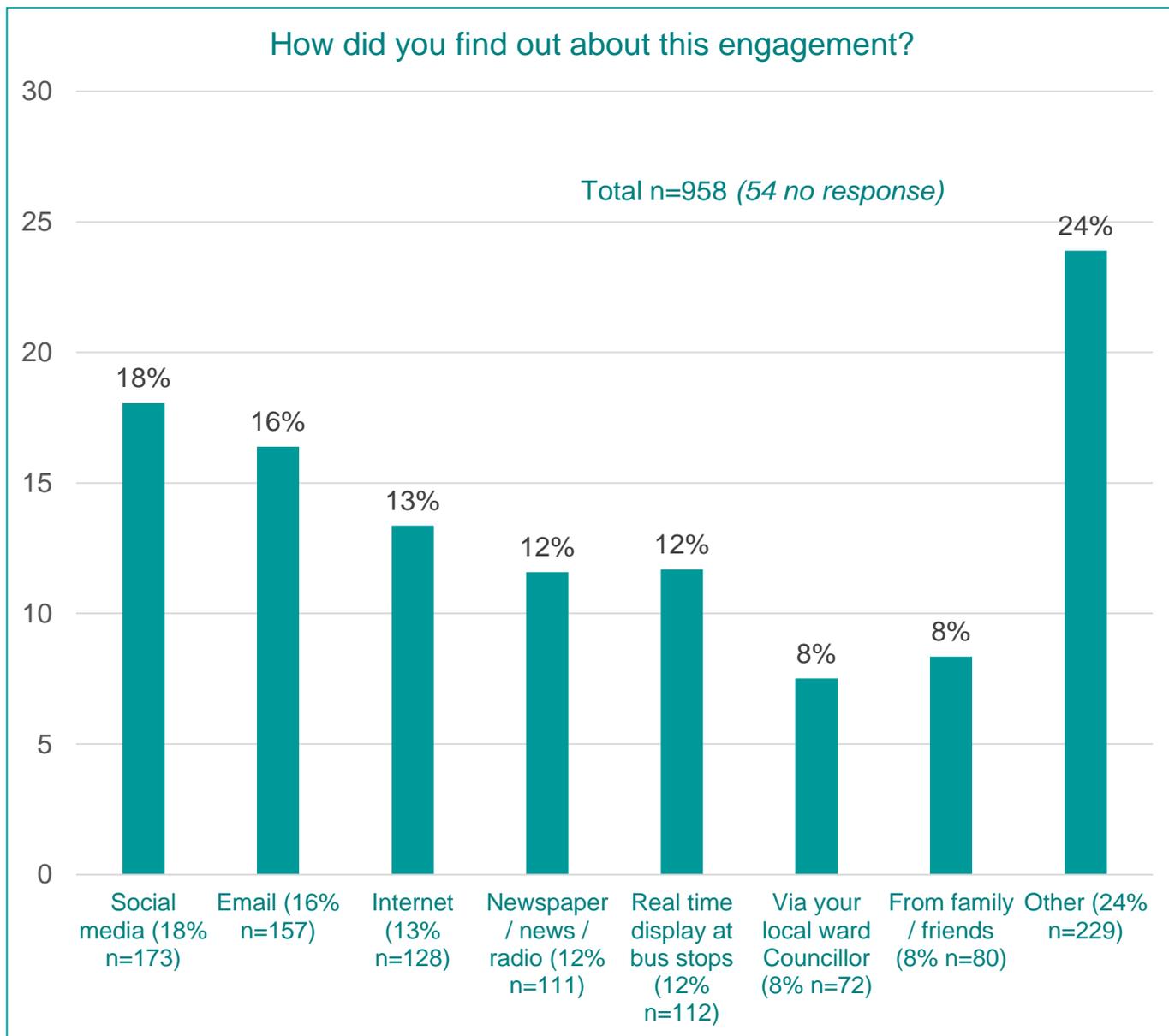
More reliable information on bus shelter information screens and on the journey planner when there are disruptions (e.g. bus stop closure, Light Night, 10k runs, etc.). I don't believe that in these instances the online journey planner is updated to show how journey will be affected.

I would like to be able to be updated when there is disruption, I rely on buses for work and have had issues with bus disruptions I could have been alerted about E.g if a service I use daily is disrupted I would like to be able to opt in for email updates

As well as providing feedback on bus information, many respondents took the opportunity to provide feedback about bus services. Feedback about reliability and issues resulting from disruption of services as well as comments about frequency of services were all raised by a number of respondents, and feature in the top 10 comments themes highlighted above. Whilst these are not pertinent to this engagement, those comments will be shared with bus operators and relevant Combined Authority officers.

Optional Questions

How did you find out about this engagement?

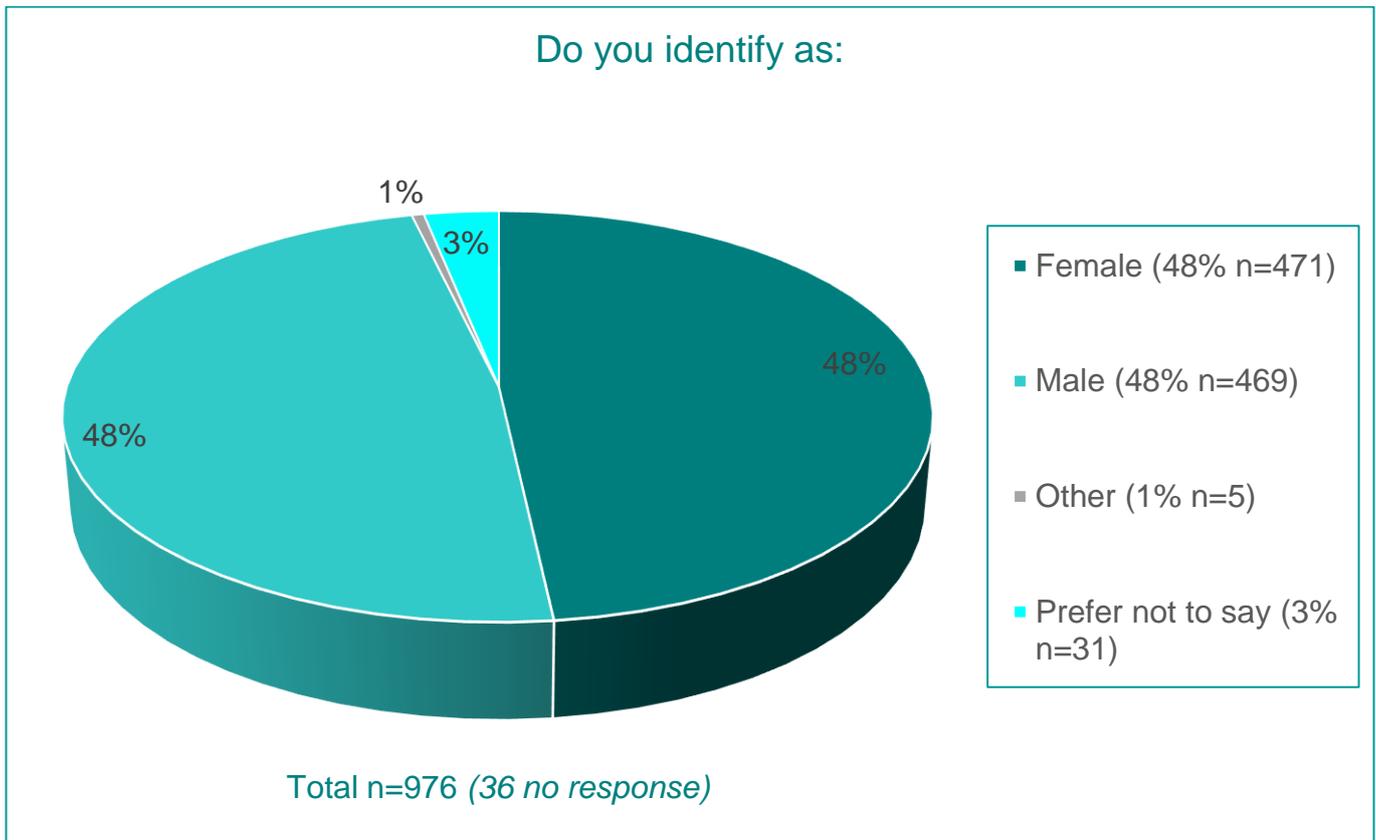


Other, please state:

223 open text comments were provided. The full list of comments has been compiled in a separate document and is available on request.

Respondents Demographics (optional)

Do you identify as:

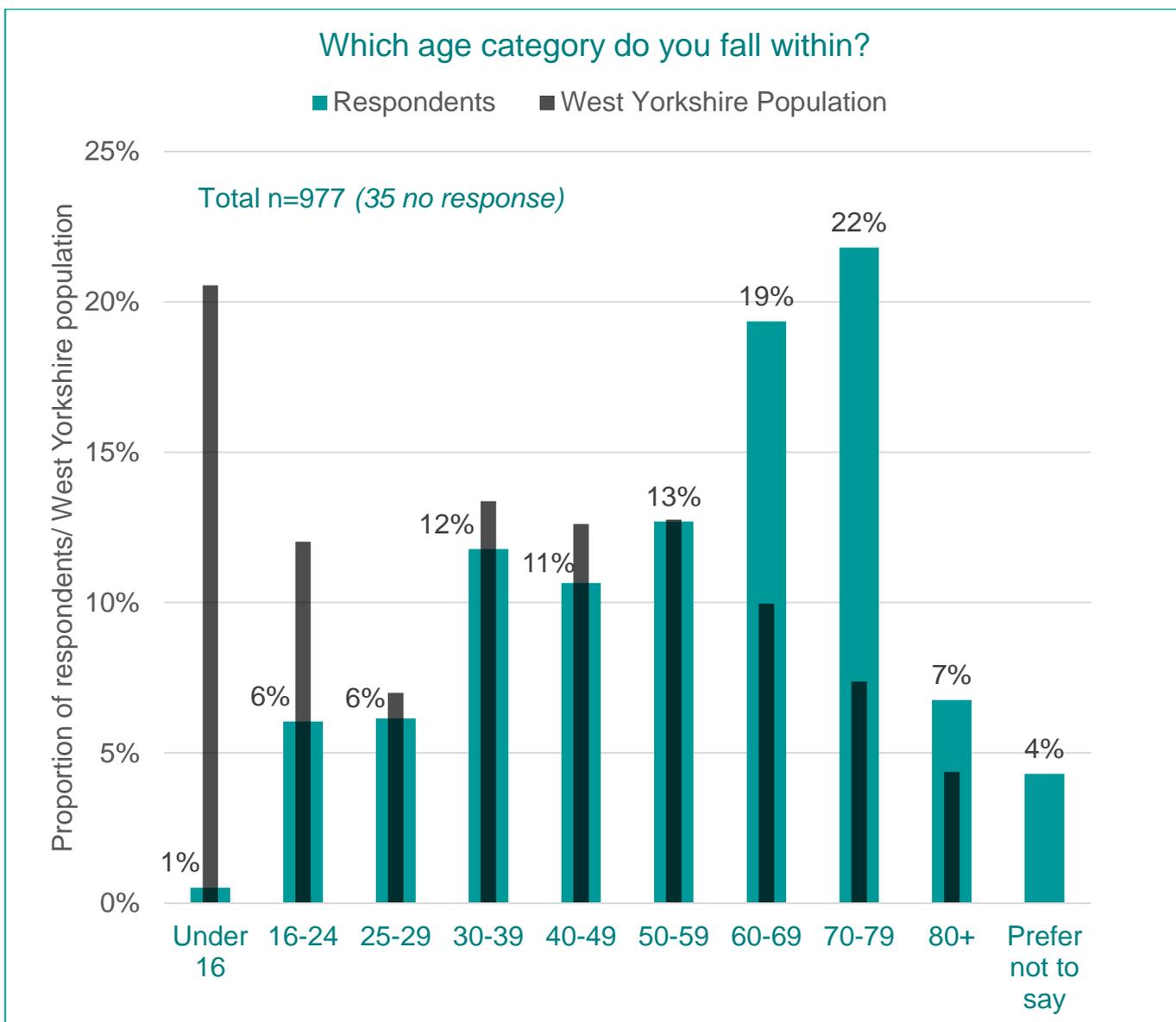


The top age range who those who completed most of the surveys was 70-79 for both gender groups. See table below:

Which age category do you fall within?

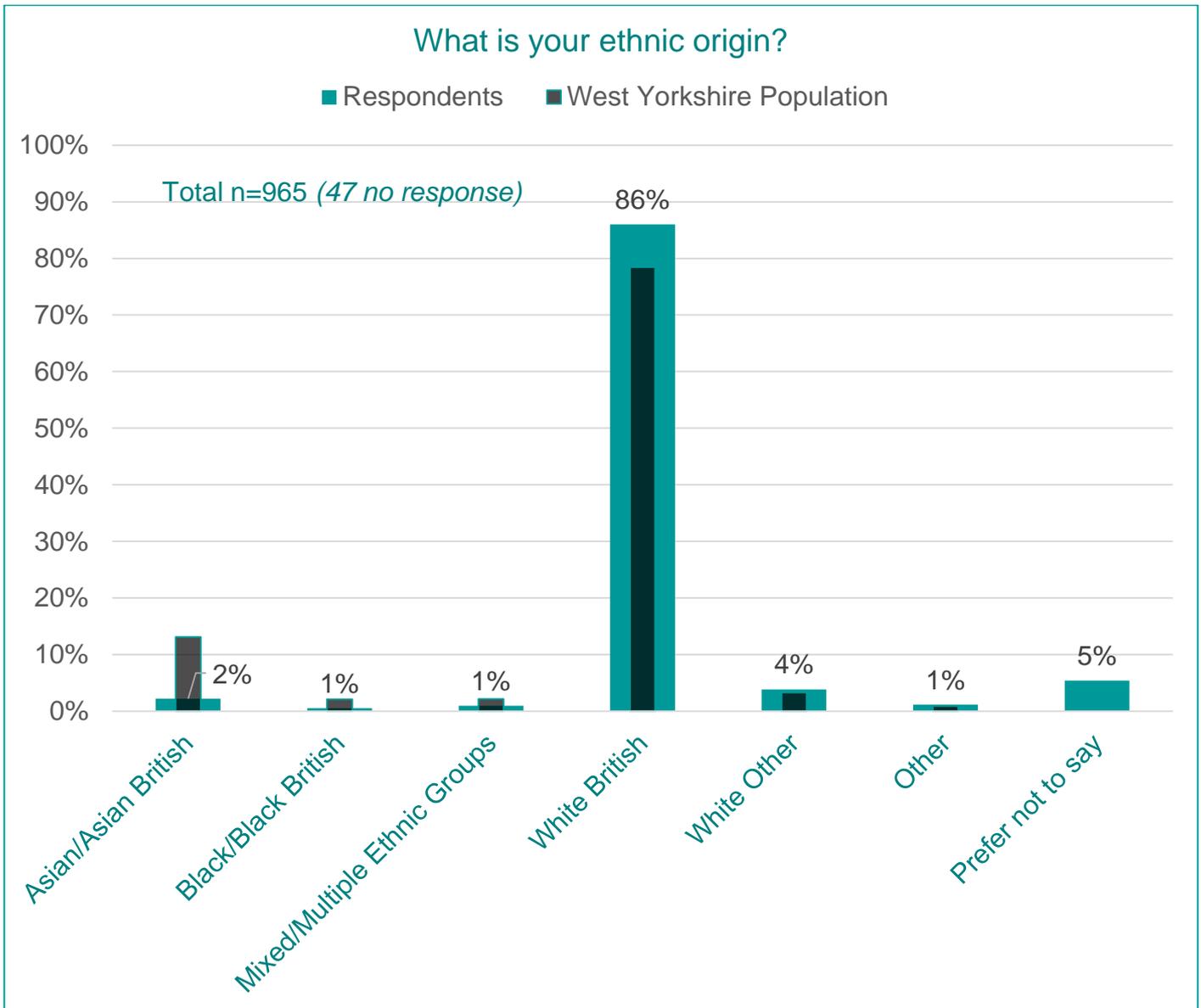
Age category	Respondents		West Yorkshire Population	
	Female (n = 471)	Male (n = 469)	Female	Male
15 and under	0% (n=2)	1% (n=3)	20%	21%
16 - 24	6% (n=28)	7% (n=31)	12%	12%
25 - 29	6% (n=26)	7% (n=33)	7%	7%
30 - 39	9% (n=43)	14% (n=65)	13%	13%
40 - 49	10% (n=49)	11% (n=52)	12%	13%
50 - 59	13% (n=60)	13% (n=60)	13%	13%
60 - 69	21% (n=99)	18% (n=86)	10%	10%
70 - 79	24% (n=111)	21% (n=97)	8%	7%
80+	8% (n=36)	6% (n=26)	5%	3%
Prefer not to say	2% (n=9)	1% (n=7)	-	-
Not stated	2% (n=8)	2% (n=9)	-	-

West Yorkshire population from Office of National Statistics (ONS) 2018 mid-year population estimates.



- Age/sex table/charts reveals that compared to the WY population as a whole and compared to recent WY public transport survey data¹, younger age groups (particularly 16-24yr olds) are slightly under-represented. Around 12% of the WY population are aged 16-24 years old, which compares with 13% of frequent² bus users (data from the Public Perceptions of Transport Survey 2018), however only 6% of respondents were aged 16-24 years old.
- The middle age band (25-59 years old) is also slightly under-represented. Around 46% of the WY population are aged 25-59 years old, which compares to around 53% of frequent² bus users, however, only 41% of respondents fall into this age category. In contrast respondents were over-represented in the older age categories (48% were >60 years old), which compares to 22% of the WY population and 34% of frequent² bus users. Overall, the

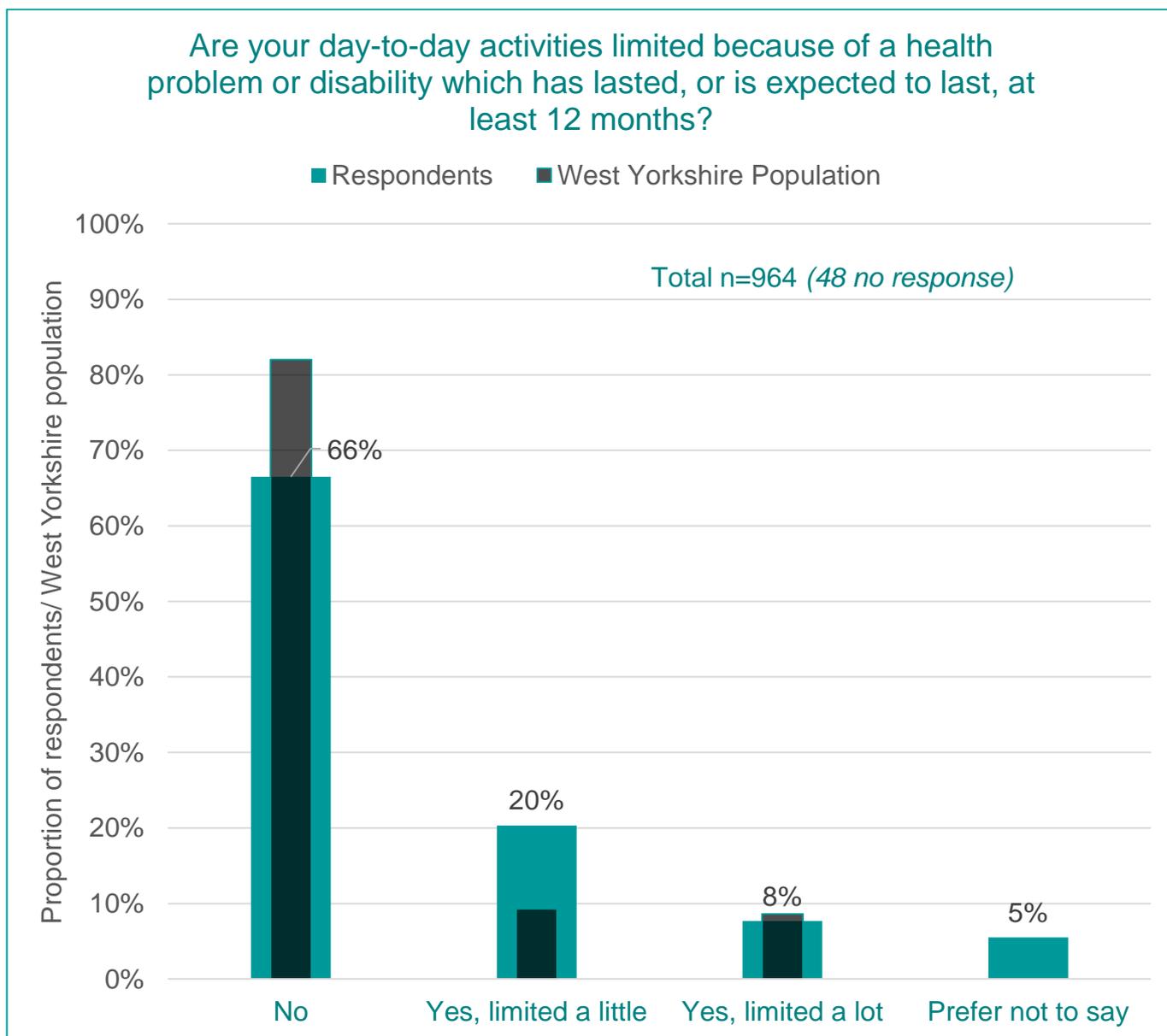
data shows that this pattern leans slightly more to women than men; a common pattern in primary research.



West Yorkshire population data from 2011 census.

- The data reveals an under-representation in the Asian/Asian British category and a slight over-representation in the white British category. Around 13% of the WY population is Asian, which compares to 10% of frequent² bus users, however only 2% of respondents identified as Asian. In contrast, 78% of the population is White British, making up 77% of frequent² bus users, however 86% of respondents identified as White British.

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?



West Yorkshire population data from 2011 census.

- The data also shows a slight over-representation in respondents who self-reported that their day-to-day activities are limited compared to WY population as a whole. 2011 Census data reveals that around 18% of WY residents reported that their day-to-day activities were limited, which compares to 23% of frequent² bus users, however this accounted for 28% of respondents.

1. Data from the 2018 West Yorkshire Public Perceptions of Transport Survey (TRACKER survey).
 2. Frequent bus users are defined as those who use the bus at least once a month.

What is your postcode?

Of the 838 respondents who provided their postcode, 101 provided partial or incorrect postcodes. The map on the next page shows the districts where the survey was completed in West Yorkshire.

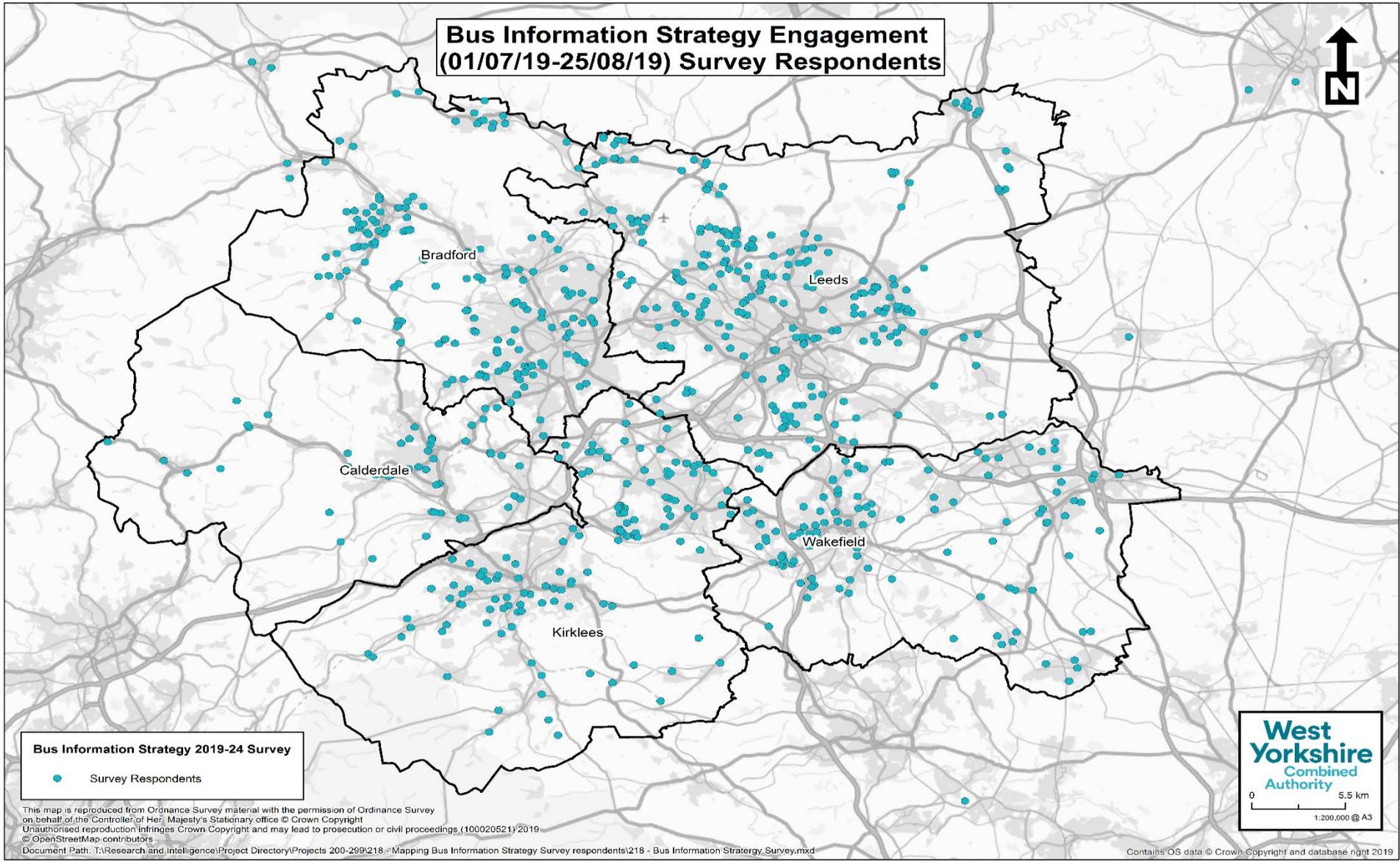
Out of the 838 respondents who provided their postcode, 737 could be mapped (101 provided partial or incorrect postcodes). The distribution of these respondents split by district is shown in the table below. The spatial distribution of respondents by districts reveals a good alignment when compared with population data from the Office of National Statistics 2018 mid-year population estimates as shown in the table below.

District	Respondents		West Yorkshire	
	Count	Proportion (%)	Count	Proportion (%)
Bradford	171	23	537200	23
Calderdale	53	7	210100	9
Kirklees	141	19	438700	19
Leeds	250	34	789200	34
Wakefield	113	15	345000	15
Outside of West Yorkshire	9	1		
Total	737		2320200	

Respondent's postcode was also mapped to the Index of Multiple Deprivation (IMD) 2019. The distribution of respondents split by IMD quintile is shown in the table below, along with the West Yorkshire population. The table reveals that (compared to the 2018 mid-year population estimates) there is a slight under-representation from respondents who live in the most deprived areas (worst 20% in England) and a marginal over-representation from respondents who live in the least deprived areas (least deprived 20%).

Index of Multiple Deprivation 2019	Respondents		West Yorkshire
	Count	Proportion (%)	Proportion (%)
0-20% (Most deprived)	217	29	37
20-40%	150	20	19
40-60%	126	17	17
60-80%	139	19	17
80-100% (Least deprived)	105	14	11

Bus Information Strategy Engagement (01/07/19-25/08/19) Survey Respondents



Bus Information Strategy 2019-24 Survey

- Survey Respondents

West Yorkshire
Combined Authority

0 5.5 km

1:200,000 @ A3

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 Document Path: T:\Research and Intelligence\Project Directory\Projects 200-299\218 - Mapping Bus Information Strategy Survey respondents\218 - Bus Information Strategy Survey.mxd

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Stakeholder Meetings

A number of meetings and workshops were held with various stakeholder groups prior to and during the engagement period. Some were specifically arranged to discuss the Bus information Strategy engagement, whilst others provided an agenda item. Details of these meetings are listed below.

Further engagement is planned with students at Further Education Colleges; this has been delayed due to summer holidays, enrolment and the start of the new academic year.

Pre-Engagement

- 18/06/19 - Access and Materials day, Bam Site Office, Leeds
- 18/06/19 - Leeds Learning disability partnership board, Leeds Civic Hall

Engagement

- 11/07/19 - Mobility Planning Group, Victoria Hotel, Bradford
- 12/07/19 - Interview with a public transport user who is severely sight impaired
- 15/07/19 - Wakefield District Sight Aid, Outwood, Wakefield
- 19/07/19 - Joint District Consultation Sub-Committee, Cloth Hall Court, Leeds
- 22/07/19 - Otley Action for Older People, Otley
- 30/07/19 - Cross Gates Good Neighbours Scheme - Older people's group, Otley
- 01/08/19 - Kirklees Visual Impairment Network Meeting, Dewsbury Town Hall
- 02/08/19 - Senior Citizen's Fair, Morley Town Hall
- 08/08/19 - Kirklees Visual Impairment Network Meeting, Huddersfield
- 10/08/19 - Leeds Youth Council, Leeds
- 21/08/19 - Accessible Calderdale Disability Access Forum, Halifax

Post-Engagement

- 02/09/19 - Hebden Bridge Disability Access Forum, Hebden Bridge
- 07/09/19 - DEX Deaf Youth Group, Leeds
- 11/09/19 – Calderdale College Fresher's Fair
- 12/09/19 - Leeds City College Fresher's Fair

Detailed notes were taken at these sessions and key themes are highlighted below. The detailed notes of these sessions have been compiled in a separate document and is available on request.

Stakeholder sessions included conversations with young people, older people and disabled people as well as representatives from the Combined Authority's District Consultation Sub-Committees from across West Yorkshire.

Analysis of feedback highlights a number of common themes, along with some specific issues raised by people who are blind or visually impaired.

Maintain a mix of digital and more traditional information channels

Feedback from older people focused on the need to continue provision of paper timetables and ensure that they are readily available.

A mock-up of a proposed more cost-effective printed timetable was presented to the stakeholder groups and feedback was positive, though concerns were raised about font size and accessibility/ability to read it.

Crossgates Good Neighbours: “I prefer the black and white version [of the timetable], it’s simpler. The colour version is more distracting. The print is very small though; you would need to provide larger print versions for older people.”

Hebden Bridge Disability Access Forum: The group felt that it was important to maintain travel centres with members of staff on hand to assist “a lot of people want assistance from a human person and not a machine”

Leeds Youth Council: Whilst young people generally have smartphones, data and battery life are an issue, and there was an acknowledgment that in an emergency you would need to ‘fall back’ on traditional source of information.

“[Timetable displays at stops] are a good fallback. You definitely should not get rid of them, because in an emergency, say if your phone dies, you’ll need them.”

“In the past I’ve used 500mg of data on the First app looking at timetables and bus times.”

When the group were asked “How do you get bus information?” it was noted that well as using a range of digital channels, 9 of the 11 respondents also regularly used timetable displays at bus stops.

Information about service changes, changes to stands and stops, disruption

The need for good, wide reaching communication about changes and disruption was the most commonly mentioned theme across all groups.

District Consultation Sub-Committee: Real time displays at stops should show when buses have been cancelled more often.

Kirklees Visual Impairment Network: Blind and visually impaired people are unlikely to see printed notices at stops and shelters advising of disruptions.

Leeds Youth Council: “I think that [real time messages] are good as it tells you in advance that there will be disruption”

A number of suggestions were made for how to communicate information about changes and disruption, including use of a wider range of social media channels, and personalised information.

Digital information ‘how to’ guides / digital champions

Suggestions were made that the Combined Authority should develop ‘digital bus information’ guides, which could be used by passengers or shared with digital champions in local communities.

Crossgates Good Neighbours: The centre runs digital sessions for older people at the centre, and would be happy to show people how to use our digital information services. There are similar sessions going on across Leeds with older people. It would be helpful if we could produce a

guide/some information on the range of digital bus information for them to use as content for sessions.

Issues raised by people who are blind or visually impaired

Discussions with public transport users who are blind or visually impaired highlighted some particular challenges along with suggested solutions,

Commonly mentioned issues and solutions included wayfinding in bus stations, identifying the right bus to catch, finding out about changes and disruption, audio information, passenger assistance and use of apps/accessing digital information. Difficulties wayfinding in bus stations was the most commonly mentioned issue across all groups.

Issues highlighted included:

- Wayfinding in unfamiliar bus station can be difficult.
- Some people go to bus station and ask people at the travel centre – need to provide real-time audio information on which bay the bus is going from, not just the time.
- Whilst push button audio information units are in place at some bus stations, they are not always working and not always easy to find as bus stand design/layout is different at each station.
- Not all stations have braille/tactile information at each stand
- More buses needed with audio information
- Difficulties locating QR and NFC codes at timetable displays

Suggested solutions included:

- Consistent approach to physical layout of stations and tactile / braille signage across the network, including stations and key bus points
- Tactile wayfinding on the floor surface of stations to enable visually impaired people to navigate and find bus stands
- Roll out integrated audio information activated by key fob or app
- Bus station staff could provide familiarisation / orientation sessions so VI people could get used to the layout of a bus station or bus point
- Website could include basic text descriptions of bus stations describing the layout
- It would be useful if announcements could be made at bus stations, similar to rail stations
- Customised QR codes that can be detected further away and that don't require the camera to be pointing exactly at the QR code itself
- It would be great if Travel Centre staff could help visually impaired passengers to the bus stands (like rail passenger assistance) via pre-order like with rail services.

Drop-in Events

Eight public drop-in events were hosted during the engagement period at bus stations across West Yorkshire. These were:

- Friday 26 July, 10:00 – 14:00, Halifax Bus Station
- Wednesday 31 July, 10:00 – 14:00, Huddersfield Bus Station
- Friday 2 August, 10:00 – 14:00, Castleford Bus Station
- Tuesday 6 August, 10:00 – 14:00, Wakefield Bus Station
- Wednesday 7 August, 10:00 – 14:00, Leeds Bus Station
- Friday 9 August, 10:00 – 14:00, Keighley Bus Station
- Wednesday 14 August, 10:00 – 14:00, Dewsbury Bus Station
- Thursday 22 August, 10:00 – 14:00, Bradford Bus Station

These events were attended by Combined Authority staff and representatives from relevant bus operators who runs bus services in the area.

Feedback

Level of attendance at local sessions was reasonable and it was apparent that people made the effort to attend a session, rather than purely capturing those at the location on the day.

Emails, Letters, Telephone calls and Q&A's

Throughout the engagement period, bus users and non-bus users were offered the opportunity to feedback by email or in writing to a provided freepost address. This was made available to complement the survey and Q&A section on the Your Voice engagement website, and as an option for groups or representatives to submit consolidated comments or feedback.

Redacted: Any information that could potentially identify an individual has been redacted from the content of this report to retain anonymity, and best practice data handling in line with our privacy statement. Redacted information includes: names, addresses and contact information. Where this information is relevant or necessary for a timely response to have been provided, this information has been given freely, however redacted for the purposes of this report only.

Please also note that these comments have been copied verbatim from their source and have not been altered, updated or amended.

Emails

Seventeen emails were received during the engagement period with some replying more than once. The full list of emails has been compiled in a separate document which is available on request.

Letters

Three letters were received during the engagement period. The letters have been compiled in a separate document which is available on request.

Telephone Calls

A member of the public telephoned to provide some feedback regarding the Bus Information Strategy 2019-24 engagement. The summary of the telephone conversation has been compiled in a separate document which is available on request.

Q&As

A Q&A tool was added to the online engagement project page on www.yourvoice.westyorks-ca.gov.uk/bus-information-strategy. This was to complement the FAQs that had been compiled prior to the engagement. The Q&A forum allowed visitors to pose questions that were responded to by the officers involved in the scheme.

During the engagement period eight individuals asked a question. These have been compiled in a separate document which is available on request.

The questions were open and accessible to all visitors of the scheme and will remain on the site.

Engagement Promotion

In addition to promoting the engagement via the Your Voice website, the engagement was promoted via social media which was led by the Combined Authority's Communications Team. Nearly 10,000 impressions were made via the Combined Authority and Metro twitter accounts.

Details of the engagement were emailed to:

- 411 West Yorkshire councillors
- over 300 stakeholders
- 450 teenagers via the Leeds Voice and Influence team

Over 400 hard copy surveys were posted out to organisations and individuals across West Yorkshire.

Various press releases were published throughout the engagement period. Some newspapers printed that the Combined Authority were going to stop producing printed bus timetables which was incorrect. Examples of press releases are provided below:

01/07/19 - www.thetelegraphandargus.co.uk/news/17739627.how-to-share-your-views-on-plans-to-scrap-printed-bus-timetables/

01/07/19 - www.thetelegraphandargus.co.uk/news/otleynews/17740910.bus-information-changes-consultation/

01/07/19 - www.ilkleygazette.co.uk/news/17740909.bus-information-changes-consultation/

01/07/19 - www.pulse1.co.uk/news/local/could-this-be-goodbye-to-printed-bus-timetables/

04/07/19 - www.easthardwickparishcouncil.org.uk/bus-information-strategy-2019-24/

29/07/19 - www.thetelegraphandargus.co.uk/news/keighleynews/17802111.keighley-bus-users-urged-say/

13/08/19 - www.thetelegraphandargus.co.uk/news/17832446.say-bus-proposals/

The engagement was also promoted via the real time display at bus stops and bus stations across West Yorkshire who were signposted to the Your Voice website to have their say.

Posters advertising the drop-in events, alongside signposting to online information, were produced and displayed in strategic locations across West Yorkshire. This included bus stations travel centres, public facilities and places of interest.

Engagement Levels

Your Voice website

The engagement webpage www.yourvoice.westyorks-ca.gov.uk/bus-information-strategy during the engagement period 1 July – 25 August 2019 (8 weeks) was visited 2,000 times.

The highest number of website visits and page views per day were on:

1 July: 115 visitors and 238 page views (launch of engagement)

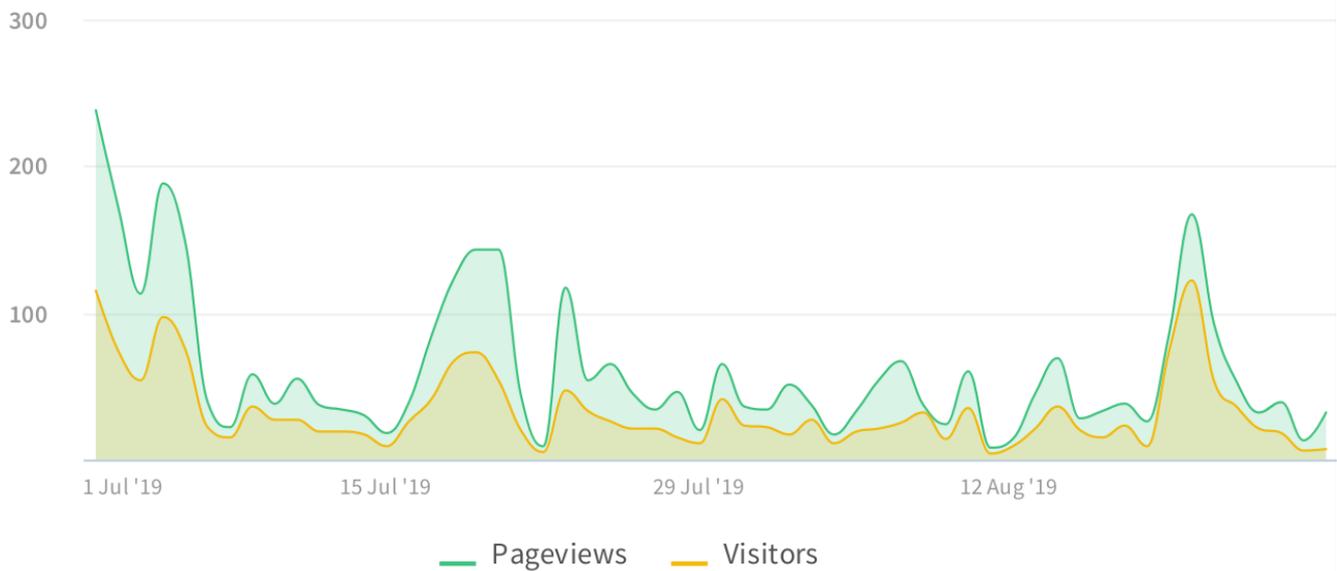
4 July: 97 visitors and 188 page views

19 August: 122 visitors and 167 page views

Visitor numbers were highest at the start of the engagement and on 19 August, when a further email was sent to stakeholders to remind them of the engagement.

Visitors Summary

Your Voice from 01 Jul'19 to 25 Aug'19



Visitors to Your Voice are split into three categories: 'Engaged', 'Informed' and 'Aware'.

An 'Aware' visitor is one who has made at least one visit to the website page, but has not accessed any additional information or participated in an exercise/activity. 1,590 unique visitors accessed at least one page of the engagement project site.

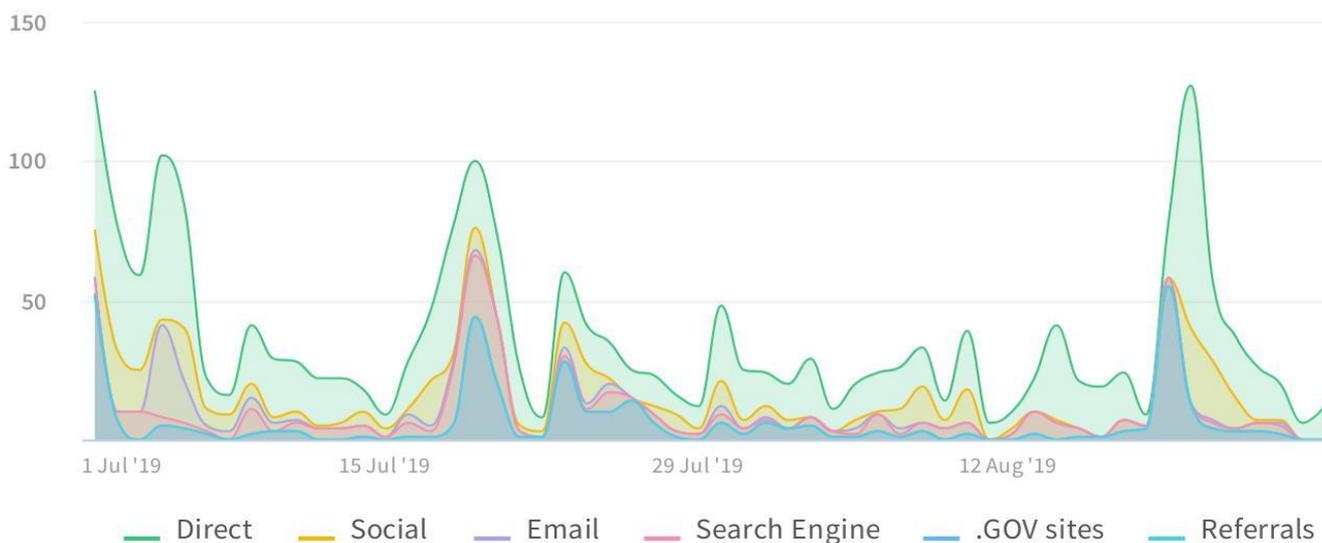
An 'Informed' visitor has clicked on something, accessed an image or document, which suggested they were interested in the project. 27% of visitors to the site were informed. The majority downloaded a document and visited multiple project pages.

Informed activity	Number of visitors
Visited multiple project pages	336
Downloaded a document	316
Visited an FAQ list page	82
Visited the key dates page	75
Viewed a photo	69
Asked a question (engaged)	7

An 'Engaged' visitor is one who has contributed to an activity (tool). In this case the Q&A tool – the survey was hosted externally from the Your Voice page and therefore not included in the analytics, however, the 1012 survey respondents can be considered 'engaged'.

Visits by Channel

Your Voice from 01 Jul '19 to 25 Aug '19



Traffic to the engagement site came from a number of different sources. The highest proportion of visitors came via a direct site visit (1108), followed by referral (346), then social media (299). A direct site visit is one where the web address has been input to access the site and a referral is where a hyperlink has been used to redirect to access the site. An email is where someone has clicked on the website via an email they have received.

Informed activity	Number of visitors
Direct	1108
Referral	346
Social media	299
Search engine	208
Email	88

Officers from the Combined Authority communications team publicised the engagement activity through a number of social media channels, namely Twitter and Facebook. Also, an email was sent to key stakeholders which included a link to the Your Voice website.

f. Visit a Metro Travel Centre	23 (2.9%)	50 (6.3%)	108 (13.6%)	178 (22.5%)	189 (23.9%)	244 (30.8%)
g. Telephone MetroLine	13 (1.7%)	13 (1.7%)	28 (3.7%)	63 (8.4%)	132 (17.5%)	505 (67.0%)
h. Printed bus timetables	115 (13.2%)	194 (22.2%)	135 (15.4%)	111 (12.7%)	152 (17.4%)	167 (19.1%)
i. Printed route maps	41 (5.4%)	53 (6.9%)	95 (12.4%)	125 (16.3%)	143 (18.7%)	308 (40.3%)
j. Other	15 (3.2%)	13 (2.8%)	14 (3.0%)	13 (2.8%)	23 (4.9%)	389 (83.3%)
'Other' - please explain your answer(s): 57 comments						

Bus information via the Internet

For what purpose(s) do you go online for bus information? *(please tick all that apply)*

354 (52.5%)	To download a timetable	180 (26.7%)	To check bus tickets / fares
182 (27.0%)	To download route maps	335 (49.7%)	To get real time information
412 (61.1%)	To check journey planner	29 (4.3%)	Other
Other, please state: 46 comments			

Visit a Metro Travel Centre

Why do you visit a Metro Travel Centre? *(please tick all that apply)*

170 (33.7%)	To ask about bus times	83 (16.4%)	To find out about bus passes
162 (32.1%)	To ask which bus to catch	191 (37.8%)	To get a bus pass
360 (71.3%)	To collect a printed timetable	60 (11.9%)	To make a compliment / complaint
89 (17.6%)	To find out ticket information	22 (4.4%)	To book a holiday
108 (21.4%)	To buy an MCard / season ticket	38 (7.5%)	Other
Other, please state: 43 comments			

Printed bus timetables

The West Yorkshire Combined Authority currently spends £90,000 per year on printing timetables. Last year almost 19% of those timetables were recycled because they were not used. We would like to minimise the amount of timetables we print to enable us to become more environmentally friendly and to reduce the cost to the taxpayer.

We recognise that some passengers still rely on timetables, and our aim is to provide passengers with information in the format they need. This engagement is to help establish just what that should be.

Thinking about the features of a printed bus timetable, how important are the following? *(please drag and drop to rank the features on a scale 1-5, where 1 = most important and 5 = least important)*

	1 - Most important	2	3	4	5 - Least important
Bus times	454 (87.8%)	46 (8.9%)	16 (3.1%)	0 (0.0%)	1 (0.2%)
Route description	16 (3.3%)	195 (40.7%)	217 (45.3%)	39 (8.1%)	12 (2.5%)
Route map	37 (7.6%)	225 (46.2%)	174 (35.7%)	41 (8.4%)	10 (2.1%)
Details of who runs the bus service	5 (1.1%)	24 (5.1%)	55 (11.6%)	286 (60.2%)	105 (22.1%)

SECTION D: PERSONAL INTERNET USE

Which device(s) do you currently use to access the Internet? *(please tick all that apply)*

592 (61.3%)	Computer	45 (4.7%)	I get a friend or family member to access the internet for me
624 (64.6%)	Mobile phone	110 (11.4%)	I don't have access to the Internet
327 (33.9%)	Tablet	23 (2.4%)	Other
Other, please state: 29 comments			

For which of the following do you use the Internet? *(please tick all that apply)*

772 (91.5%)	Email	381 (45.1%)	Posting / sharing photos or videos
627 (74.3%)	Buying products or services	613 (72.6%)	Accessing transport information
540 (64.0%)	Banking	460 (54.5%)	Accessing local council information
520 (61.6%)	Social media	132 (15.6%)	Other
Other, please state: 134 comments			

SECTION E: ADDITIONAL INFORMATION AND OPTIONAL QUESTIONS

Please use this space to provide us with any additional comments or suggestions you would like us to consider at this stage:
515 comments

82

How did you find out about this engagement? *(please tick all that apply)*

72 (7.7%)	From your local ward councillor	112 (12.0%)	Real time display at bus stops
111 (11.9%)	Newspaper / news / radio	157 (16.9%)	Email
173 (18.6%)	Social media	80 (8.6%)	From family / friends
128 (13.7%)	Internet	215 (23.1%)	Other
Other, please state: 223 comments			

Thank you for taking the time to provide your feedback. The following questions are optional but will go a long way towards helping us better understand the opinions of different people. All information will be handled and dealt with in line with the Data Protection Act 2018, as detailed in our privacy notice please click here.

Do you identify as:

469 (48.1%)	Male	5 (0.5%)	Other
471 (48.3%)	Female	31 (3.2%)	Prefer not to say

Which age category do you fall within?

5 (0.5%)	15 and under	124 (12.7%)	50 - 59
59 (6.0%)	16 - 24	189 (19.3%)	60 - 69
60 (6.1%)	25 - 29	213 (21.8%)	70 - 79
115 (11.8%)	30 - 39	66 (6.8%)	80+
104 (10.6%)	40 - 49	42 (4.3%)	Prefer not to say

What is your ethnic origin?

21 (2.2%)	Asian / Asian British	37 (3.8%)	White Other
5 (0.5%)	Black / Black British	52 (5.4%)	Prefer not to say
9 (0.9%)	Mixed / Multiple Ethnic Groups	11 (1.1%)	Other
830 (86.0%)	White British		

Other, please state: 9 comments

Are your day-to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

641 (66.5%)	No	74 (7.7%)	Yes, limited a lot
196 (20.3%)	Yes, limited a little	53 (5.5%)	Prefer not to say

What is your postcode: (e.g. LS1 2DE)

837 postcodes

Keep informed (optional)

We would like to keep you informed with updates on the Bus Information Strategy 2019-24.

If you are interested in receiving more information from us in the future, please provide a preferred method of contact below.

Please tick to confirm that you have read and understood our privacy notice 640 ticks

Please select your preferred method of contact:

452 (73.3%)	Email	165 (26.7%)	Post
-------------	-------	-------------	------

Email:	418
Name:	561
Address line 1	157
Address line 2	99
Town / City:	152
Postcode:	158

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Report to: Transport Committee

Date: 8 November 2019

Subject: Waltham Forest Presentation / Streets for People projects update

Director: Alan Reiss, Director of Policy, Strategy and Communications

Author(s): Steve Heckley, Roseanna Brett-Davis, Ambrose White

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:	

1. Purpose of this report

- 1.1 To introduce a presentation from Cllr Clyde Loakes of the London Borough of Waltham Forest and the projects being delivered through Waltham Forest Council's Mini-Holland programme.
- 1.2 To provide an update on the Streets for People demonstration projects being delivered in West Yorkshire through the Integrated Transport Block Programme 2019-22

2. Information

Background

Waltham Forest Presentation

- 2.1 Cllr Loakes, Deputy Leader of Waltham Forest Council, will be attending Transport Committee to introduce the Waltham Forest Mini-Holland programme.

- 2.2 The Chair of Transport Committee visited Waltham Forest in April 2019 on a cycling and walking site visit arranged by the Department for Transport (DfT) in support of their Local Cycling and Walking Infrastructure Plan programme.
- 2.3 Waltham Forest is an outer London borough in the north east of Greater London, with a population of 270,000. In 2013, Waltham Forest was one of three outer London boroughs (along with Kingston and Enfield) that secured funding through Transport for London's (TfL) Mini-Holland programme, to help Londoners use cars less and walk, cycle and use public transport more. Waltham Forest secured £30 million for their Mini Holland programme, to be delivered by 2021.
- 2.4 Cllr Loakes' presentation will describe scheme details and the experience of developing and delivering these schemes. A total of thirteen schemes are being delivered through the programme, including:
- Town centre schemes, including high street improvements improving walking and cycle access and the quality of place;
 - Neighbourhood schemes with residential street treatments, reducing through-traffic, with traffic filtering and creation of public green space;
 - Major junction improvements to create better, safer walking and cycle facilities across the junction;
 - Cycle routes across the borough, both segregated cycle tracks on main roads and "quietway" cycle routes on quieter roads;
 - Cycling storage provision in residential areas and cycle hubs at public transport interchanges;
 - Behaviour change programmes to encourage more walking and cycling.

West Yorkshire Streets for People Demonstration Projects update

- 2.5 The West Yorkshire partners have commenced work to deliver similar projects and outcomes to the Waltham Forest initiatives. This paper provides an update on early progress with these demonstration projects which are being funded by the Integrated Transport Block (ITB) programme 2019-22.
- 2.6 The West Yorkshire Transport Strategy 2040, developed by Transport Committee and adopted by the Combined Authority in August 2017 includes policy commitments to:
- (Policy 32) Improve our residential areas with transport and streetscape improvements, using best practice in street design. We will work with local communities to make residential areas safer, healthier and greener, with attractive environments for play, walking and cycling;
 - (Policy 33) Wherever possible to seek to mitigate the impacts that major transport corridors have on communities. We will reduce the severance, noise and poor air quality that can affect people's quality of life.
- 2.7 The demonstration projects seek to support the policies described above. The projects are collected in a programme called 'Streets for People'. The initial working title was "Healthy Streets". A change of name was prompted by the

registering of a trademark using the term “Healthy Streets” by a private consultancy firm, which might limit use of the term.

- 2.8 The Combined Authority meeting of 25 April 2019 approved the ITB programme for 2019 to 2022, following endorsement by Transport Committee in March 2019. ITB grant generally supports business as usual delivery of small scale transport improvements, where the need, benefits and approach to projects are understood. ITB however also provides opportunity to test new ideas. A feature of the ITB programme 2019-22 was a £5 million allocation for Streets for People demonstration projects to the value of £1 million for each district. These projects are to be led and delivered by the partner councils, with the support of the Combined Authority, Public Health England, Local Public Health teams and other partners. The intention is to deliver exemplar projects that showcase what can be achieved by communities and delivery agencies working together to improve places and people’s well-being.
- 2.9 Each of the partner councils proposed project locations, which provide a range of different place and road types that should be helpful to learn from and develop an overall approach for potential roll-out of a Streets for People approach. Table 1 below provides an overview of the demonstration projects endorsed by Transport Committee in March 2019.

Council	Funding allocation	No. of Projects	Location	Place/Road type
Bradford	£1m	1	Shipley	Local Town Centre
Calderdale	£1m	1	Park ward (West Halifax)	Residential area
Kirklees	£1m	2	New Mill, South Kirklees Plus 1 other site not confirmed)	Major transport corridor
Leeds	£1m	1	The Receptions, (Holbeck Moor)	Residential area
Wakefield	£1m	1	Horsefair, Pontefract	Local Town Centre

- 2.10 The approach to the projects emphasises early and continued stakeholder engagement. The three year funding profile identified that year 1 allocations (£100,000 in 2019-20) should be focussed on establishing relationships with communities and partner organisations and exploring local issues and testing options, before proceeding to a worked-up preferred option for delivery in years two (2020-21) and three (2021-22)
- 2.11 Ongoing project evaluation is also important in scheme development. A Streets of People Designers Audit Tool has been developed by the partners to help designers consider the issues that affect the experience of using a street. The Audit Tool uses 12 indicators. The tool is intended to be applied at least three times throughout project development: (1) Prior to the project commencing to assess existing conditions; (2) In the design phase during

option assessment where the benefits of individual options can be compared against the existing conditions; and (3) Post implementation to assess the overall impact of the scheme to compare against both previous conditions and the predictions during the design phase. The tool is draft and the intention is to use the experience of applying it to demonstration projects to refine it for possible future use for a range of transport and place-based projects.

- 2.12 An inception workshop for all of the partner councils hosted by the Combined Authority in early July 2019 brought together a number of officers representing a range of disciplines from the each of the authorities including Highways and Transportation, Landscape, Economic Regeneration, and Public Health, to work on these projects. Progress since that workshop has been encouraging with the building of inter-departmental project teams, early engagement with communities and stakeholders, and evidence gathering. **Appendix 1** provides an update on progress with each demonstration project. Further updates will be made to Transport Committee as projects progress.
- 2.13 As the ambition of the Streets for People initiative extends beyond transport matters and into inclusive growth, place making and public health agendas, the Transport Committee meeting of March 2019 agreed to hold a workshop in Year 1 of the programme with West Yorkshire District Portfolio Holders and Members of the Combined Authority's Inclusive Growth and Public Policy Panel, Places Panel and Green Economy Panel to review and further shape the ambition, scope, timetable and key milestones of the demonstration projects. It is proposed that this workshop is held early in 2020 which will provide timely input to inform the progression of the Demonstrations projects from Phase 1 (Options assessment and Community engagement) to Phase 2 (Detailed design of preferred option and further consultation and engagement).

3. Financial Implications

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

4. Legal Implications

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

5. Staffing Implications

- 5.1 There are no staffing implications directly arising from this report.

6. External Consultees

- 6.1 No external consultations have been undertaken.

7. Recommendations

- 7.1 That the Committee thanks Cllr Clyde Loakes for his presentation

- 7.2 That the Committee notes the progress with the Streets for People demonstration projects being delivered in West Yorkshire through the Integrated Transport Block Programme 2019-22.
- 7.3 That Transport Committee agrees to hold a workshop in January or February 2020 with West Yorkshire District Portfolio Holders and Members of the Inclusive Growth and Public Policy Panel, Place Panel and Green Economy Panel to review progress and input to the further progression of the Streets for People Demonstration projects.

8. Background Documents

None.

9. Appendices

Appendix 1 – Progress update for each ‘Streets for People’ demonstration projects

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Appendix 1 - Progress update for each 'Streets for People' demonstration project

Project	Initial scope of Demonstration project	Progress highlights
Bradford - Shipley	<p>To transform an area of the town centre dominated by traffic to make Shipley more attractive, safe and healthy – with a focus on mode shift to sustainable transport</p> <p>Possible interventions could include:</p> <ul style="list-style-type: none"> • Create improved green space and public realm – replacing a car park with an events square and area for “pop up” market, lawns, terraced gardens • Promote active travel through <ul style="list-style-type: none"> ○ Reduce road traffic accidents, noise, air pollution ○ Improve accessibility, seating, shelter ○ Improved pedestrian links to the wider town centre, rail station, local amenities, schools 	<ul style="list-style-type: none"> • Project progressing – with minimal risks identified at this time • Progress highlights: <ul style="list-style-type: none"> ○ Cross-departmental project team established ○ Early engagement with Ward Councillors and Transport and Health Portfolio Holders ○ Early desk-top analysis of study area ○ Attendance by project team officer at Healthy Streets Summit 2019, with site visits to exemplar towns planned ○ Bid submitted for an additional funding contribution of £1m to incorporate sustainable drainage elements and to expand scope of scheme ○ Developing approach to engage local communities and businesses in co-design of the project ○ Communication and Engagement plan in development
Calderdale - Park Ward	<p>To target areas experiencing deprivation, aligned with Calderdale Council’s Local Delivery Pilot (LDP) to increase physical activity levels in the borough, especially amongst the most inactive</p> <p>Initial focus is on the Park Ward - with potential extension to other communities supported through the LDP, based on the potential for community engagement and levels of ambition.</p> <p>Possible interventions could include: temporary measures to reduce through traffic on residential streets, increased opportunities for play and community activity, improved walking and cycling connectivity on main walking routes from neighbourhoods into Halifax and other local centres</p>	<ul style="list-style-type: none"> • Project progressing – with some risks identified in respect of securing local support – being mitigated through additional resource being secured to support consultation and engagement • Need to define project geography in more detail • Progress highlights: <ul style="list-style-type: none"> ○ Consultants appointed to help develop proposals ○ Initial stakeholder workshop held to agree objectives ○ Attendance by project team officer at Healthy Streets Summit conference 2019
Kirklees - To be identified	To be identified	<ul style="list-style-type: none"> • Some delay • Project team in process of being set up • Revised proposal is to: <ul style="list-style-type: none"> ○ Review demonstration project location – to focus delivery on 1 location and not 2 as originally proposed.

		<ul style="list-style-type: none"> ○ Draw up a shortlist of locations, aiming to have a preferred location identified by February 2020 ● Project team reviewing the scope of the project in light of the council's corporate commitment to Place based working / engagement with communities as set out in its new Corporate Plan.
Leeds – The Recreations Holbeck Moor	<p>Interventions to high density residential street networks to move towards “low-car neighbourhoods”; including the reallocation of highway space to create open, green space to make the neighbourhood more attractive for families and help build a more stable community.</p> <p>Possible interventions could include: to walking and cycling links to local amenities currently cut off from local community, and connections to other developments in the area, including the proposed cycle corridor that will link the community to employment/ leisure opportunities in the Elland Road area, as well as connecting to the city centre and South Bank growth area;</p>	<ul style="list-style-type: none"> ● Project progressing – with minimal risks identified at this time ● Progress highlights: <ul style="list-style-type: none"> ○ Cross-departmental workshop to align activities and capitalise on other local schemes and / or evidence ○ Door-to-door consultation exercise carried out ○ Street audit assessment using Place Standard tool and Designer's Checklist tool ○ Early engagement with key stakeholders completed – including Neighbourhood Forum, Residents Forum, Ward Members, local schools – feedback being used to shape options ○ Design concepts outlined and detailed design for specific locations ongoing, to create two options for public consultation. ○ Consultation planning with project team and Combined Authority
Wakefield - Horsefair, Pontefract	<p>To reconnect Pontefract town centre to the castle by improving the public realm of 'Horsefair' which will attract more footfall by creating a route that people want to walk/cycle along, with opportunity for interaction and activity along the way. The project will address congestion, taxi ranks, and parking issues and improve access to the bus station on Horsefair.</p> <p>The scheme is the catalyst project for a wider masterplan for the town centre, which aims to regenerate the area and create a sustainable neighbourhood with the introduction of high quality town centre living.</p>	<ul style="list-style-type: none"> ● Project progressing – with minimal risks identified at this time ● Progress highlights: <ul style="list-style-type: none"> ○ Nash Partnership appointed to develop the wider Pontefract masterplan and the feasibility work for the Horsefair Streets for People Project ○ Data collection and existing street analysis underway. ○ Early community and stakeholder engagement events were held on 21 October to investigate local priorities, views and ideas. This information will be used to shape initial scheme design options.



Report to: Transport Committee

Date: 8 November 2019

Subject: **Transport for the North Update**

Director: Alan Reiss, Director of Policy, Strategy and Communications

Author(s): Richard Crabtree, Steve Heckley , Andrew Bradley

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:	

1. Purpose of this report

- 1.1 To update Transport Committee on the main areas of Transport for the North's work that the Combined Authority is currently engaged with.
- 1.2 Councillor Blake will be attendance for this item, and there will be an opportunity to discuss the main areas of work.

2. Information

- 2.1 Cllr Blake will give a brief update on the priorities currently with Transport for the North (TfN). The rest of this report is a summary of the various work programmes. Nother Powerhouse Rail and HS2 are also covered in the City Region Transport Update.

Blake Jones Review implementation

- 2.2 The Blake Jones Review was published in July 2019, and the report and recommendations were summarised in the reports at the last meeting of Transport Committee. Activity is now focused on short-term actions that can

be implemented ahead of more fundamental reform anticipated as part of the implementation of the imminent Williams Review.

- 2.3 The TfN Rail North Committee at its meeting on 5 November will consider an Action Plan with a focus on improving the Rail North Committee operating model and early implementation of the Passenger Promise.

Rail North Committee update

- 2.4 Rail North Committee continues to monitor and hold to account the Northern and TransPennine Express franchises. Readiness for the autumn leaf fall season has been a recent strong focus. The Committee has continued to impress the importance of delivery of sufficient capacity, particularly at peak times to avoid the ongoing problem of passengers being left behind.
- 2.5 The Committee's attention is increasingly shifting to network capacity and investment, as well as future service plans.

Williams Review Response

- 2.6 Transport for the North has submitted its own advice to the Williams review team. TfN has asked for a pathway to devolution that allows the North to take responsibility for the region's railways from central Government. It has recommended that this responsibility would include setting policy, decision making, specification, oversight of operations, funding and investment.
- 2.7 TfN also set out the need for a phased approach. Its response called for an intermediate phase of a deeper and wider partnership agreement between Transport for the North and national rail bodies that can be delivered through the Williams Review proposals.
- 2.8 The functional railway geography of the UK does not always align well with political and administrative boundaries. To address the issue of overlapping markets, Transport for the North would use travel to work data to better inform service specifications. TfN has also suggested that the Williams Review presents an opportunity to review the ownership, management, role and condition of all stations.
- 2.9 Strategic Development Corridors phase 2 (SDC2) - Programme review and investment sequencing
- 2.10 TfN published its Strategic Transport Plan in February 2019 accompanied by a Long Term Investment Programme (LTIP) which set out the pan-northern connectivity priorities proposed to transform the economic performance of the region. The LTIP drew on TfN's Integrated and Smart Travel programme, Long Term Rail Strategy, the Strategic Outline Business Case for Northern Powerhouse Rail, the Major Road Network, and the work undertaken on the Strategic Development Corridors with TfN's partners including the Combined Authority. The LTIP presented a programme costed at £70 billion to 80 billion, running to 2050.

- 2.11 TfN is now commencing work on a Strategic Outline Programme review of its proposed interventions, responding to emerging scheme and costs details and any changing circumstances since LTIP publication. This review will seek to sequence the Investment Programme into appropriate delivery periods. The interventions will be tested against additional new inputs commissioned by TfN in respect of a further development of the North's Economic Narrative to explain why investment is needed and the scale (and diverse nature) of economic positives arising from interventions, the development of different strategies for programme building, and a detailed understanding of the carbon impacts of the interventions and required decarbonisation actions. This work commenced in July 2019 and is expected to run to May 2020.

Major Road Network Report refresh

- 2.12 Alongside the SDC2 programme review, TfN will be refreshing its Major Roads Report that was also published in early 2019 as a component part of the Strategic Transport Plan and LTIP. This review will strengthen the strategic narrative and address the role of the MRN in delivering a sustainable transport system, in light of recent declarations of Climate Emergency by partner authorities in respect of Greenhouse gas emission, and also focus on the MRN's role in improving air quality and social outcomes. The refresh will also address the interface of the MRN with HS2 and Northern Powerhouse Rail and rail network delivery programmes and with local transport networks. This work has just commenced. A Final Draft Major Roads report is expected to be produced for engagement in April 2020.
- 2.13 TfN has also commissioned work to develop and pilot a tool for monitoring the Major Road Network. Work has now commenced, outputs will include metrics on journey times, journey time reliability and origin – destination data of traffic movements on the Major Road Network.

Integrated and Smart Travel

- 2.14 The Integrated and Smart Travel programme is made up of three distinct phases. The first phase enabled the introduction of smart season tickets on the rail network. The roll out and transfer away from paper-based season tickets on both the Northern and TPE networks is now well underway. The second phase concerns the introduction of a Disruption Messaging Tool and Open Data Hub for bus service data. These are both in development and will be rolled out introduced in early 2020, enhancing forward and real time journey planning and bus information available to the public. The third phase of the programme concerns the introduction of account based ticketing, enabling capped multi-modal, multi-operator contactless bank card payments.
- 2.15 Progress with the introduction of account based ticketing has been paused as the larger bus operators are assessing how to deliver this through alternative means. The Transport for the North Board will consider the progress of this element of the programme in the coming months. It may be necessary to develop an account based ticketing offer through established multi operator ticketing schemes such as MCard in West Yorkshire.

Northern Transport Charter

- 2.16 Work continues on developing the work around the Northern Transport Charter following endorsement on the high-level summary presented at the TfN Board in September 2019. Based around four ambitions, this member-led document sets out how TfN will deliver on its ambitions through short and long term changes. This is building on TfN's recent work and campaign for a Northern Budget.

Decarbonisation

- 2.17 Decarbonisation remains a complex agenda, and will require resourcing increase, detailed baselining, policy and scenario analysis and modelling with Partners and external groups, such as DecarboN8. Following internal workshops, and engagement with experts in this field, TfN is scoping and looking to implement an ambitious decarbonisation pathway. This will go further than current Government policy, taking a Paris Climate Change trajectory, and align it with the targets set by some of its local authorities before 2050. A key challenge for the team is ensuring that decarbonisation is a key factor within TfN's work programmes, and those being delivered by delivery partners.

Freight

- 2.18 Following an update to the TfN Board on Freight and Logistics, TfN will be continuing to:
- Identify key flows of freight in the North and mainland Great Britain
 - Better understand the competition of passenger versus freight on the network and to identify the value freight has to UK PLC
 - Ensure the research for the North is robust in understanding the environmental impact and benefit of rail, road and sea freight
 - Understand the potential for grant and subsidy activity for the North
 - Ensure there is a prioritised route for high cube containers which need W10/12 gauge clearance (taller and wider bridges and tunnels to ensure the big containers can get through the available rail routes) to enable them to run East – West on the network
- 2.19 Progress is also being made in integrating TfN rail work programmes, including Northern Powerhouse Rail and TRU. There will be continued freight considerations throughout the next phases of the Strategic Development Corridor activity.

Economics

- 2.20 The refresh of the Northern Powerhouse Independent Economic Review has made good progress. Revising the technical forecasts is critical to ensure TfN can continue to integrate the NPIER into the TfN Analytical Framework to underpin all TfN workstreams and ensure business case development

supports the economic opportunity identified in the original NPIER and our published STP.

3. Financial Implications

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

4. Legal Implications

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

5. Staffing Implications

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

6. External Consultees

6.1 No external consultations have been undertaken.

7. Recommendations

7.1 That the Committee notes the ongoing activity with Transport for the North.

8. Background Documents

None.

9. Appendices

None.

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Report to: Transport Committee

Date: 8 November 2019

Subject: **Urban Transport Group Research – Number Crunch 2019**

Director: Alan Reiss, Director of Policy, Strategy and Communications,

Author(s): Steve Heckley, Roseanna Brett-Davis

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:		

1 Purpose of this report

- 1.1 To provide a summary of recently published research by the Urban Transport Group in respect of transport trends and challenges faced by UK city regions.
- 1.2 To inform Transport Committee of work to produce an Annual Performance Monitoring Report for the West Yorkshire Transport Strategy 2040.

2 Information

Background

- 2.1 The Urban Transport Group (UTG) is the UK network of urban transport authorities consisting of Merseytravel, Nexus, South Yorkshire PTE, Transport for Greater Manchester, Transport for London, Transport for the West Midlands and the West Yorkshire Combined Authority, plus associate members. UTG represents and supports the work of its members through:
 - Providing thought leadership for the urban transport sector - by undertaking research and producing reports that investigate the transport challenges its members face;
 - Making the case for the funding and powers its members need to plan and deliver transport networks to support inclusive, sustainable growth;

- Providing professional networks for the take up of best practice through sharing experience and co-commissioning.
- 2.2 In 2018 UTG started producing an annual report of national transport trend data. This paper summarises findings from UTG's June 2019 publication of their 'Number Crunch 2019: Urban transport trends in changing times' report. The 'Number Crunch 2018' report was summarised for the Transport Committee meeting of 25 May 2018.

Number crunch 2019: Urban transport trends in changing times

- 2.3 The full Number Crunch 2019 report can be accessed from UTG's website at: <http://www.urbantransportgroup.org/resources/types/reports/number-crunch-2019-urban-transport-trends-changing-times>
- 2.4 Number Crunch reports identify and provide updates on some key travel and transport trends for the UK's largest city regions, reviewing data collected over a 10 year period from London and the Metropolitan areas of Greater Manchester, Merseyside, South Yorkshire, Tyne and Wear, West Midlands and West Yorkshire, encompassing a total population of 21 million people.
- 2.5 Number Crunch principally uses national data-sets, providing a high level summary of transport trends at a national and aggregate level across the city regions. National data is however augmented where possible and helpful by more local data. The 2019 report provides an updated overview of key trends from previously used data.
- 2.6 Number Crunch 2019 highlights key trends in:
- **City region economies continue to grow**, with London and West Midlands having the largest percentage growth. However, this economic growth is not uniform, with economic performance and rates of economic growth differing between city regions. It also varies within city regions which contain some of the most thriving places in the UK and also some of the poorest and disadvantaged places in the country. The six core cities in the metropolitan areas analysed are among the 31 Local Authorities which have the highest proportion of the most deprived places, as measured at the level of Lower Super Output Areas (LSOAs). For example, Leeds is ranked 31 in the list of Local Authorities which have the highest proportion of the most deprived places, as measured at the level of Lower Super Output Areas (LSOAs).
 - **Growing city region populations are increasing housing demand** - which has implications for the transport network. In the last decade there has been rapid growth in the numbers of people living in the city regions and this high level of growth is forecast to continue up to at least 2030. Recent and projected population growth in the city regions feeds into housing demand, which in turn requires transport networks able to serve and accommodate growing populations and new housing developments.

- **How and why people are travelling is changing** - including the decline in the traditional daily commute. There have been significant shifts in the reasons why people make trips, with the number of commuting, shopping and leisure trips in decline. Changes to working patterns and more home working have resulted in people commuting less often, which will have implications for public transport provision in general, and for ticketing for commuter travel, in particular.
- **Car travel still dominates, but rail travel, walking and cycling are all increasing.** Nationally the car continues to be the most used form of transport with an average of 390 trips per person per year, but different trends emerge in the largest urban centres where car use has begun to decline, with a rise in rail and active travel in some areas:
 - **Railway patronage is increasing** - regional rail (which includes most local services in the Metropolitan areas) has seen a significant increase in patronage hitting 389 million in 2017/18, an increase of 29% since 2008/09. In the Metropolitan areas, there has been growth of 25% overall, with strong growth highlighted in Greater Manchester (26%) and West Yorkshire (19%) since 2010/11;
 - **Active travel is increasing in the largest urban centres** - specifically where investment in infrastructure has occurred. The National Travel Survey shows that walking remains the second most prevalent form of travel nationally, with 317 trips per head per year. The national figures also show an increase in walking trips of 19% since 2015. Cycle trips per head remain low and fluctuate from year to year, but cordon count data from major urban centres in the city regions is picking up a shift to the bike, specifically in areas of infrastructure investment;
- **Bus service levels and usage is in decline**, although it remains the dominant mode of public transport in the Metropolitan areas. Patronage is in long term decline having fallen by 15% from 1.1 billion in 2009/10 to 908 million in 2017/18. Across the city regions, the fall in bus trips per head is greater than the fall in total passenger journeys, implying that only population increase is preventing bus patronage from falling further. Additionally, bus vehicle miles have fallen significantly (18%) in Metropolitan areas in the last decade and this is noted in the report as a possible contributing factor to the decline in patronage;
- **The number of private hire vehicles (PHV) is still increasing** - although the pace has slowed. This growth has slowed in the most recent year largely due to the number of PHVs in London remaining stable for the first time in a number of years. Taxi numbers have also seen growth over the last decade, although more recently numbers have been in decline. There are many more PHVs per head of population in the city regions than taxis.

2.7 The report makes the case for strong, coordinated and integrated transport planning at the city region level supported by long term funding frameworks for

local urban transport, with investment priorities in switching more short journeys from the car to active travel, expanded rail networks to improve access to urban centres, and opening up more housing sites, as well as for measures to support bus services which are key to social cohesion.

- 2.8 UTG's report highlights West Yorkshire performance in respect of cycling, identifying significant growth in the number of cyclists in Leeds with a 52% increase in cyclist numbers between 2009 and 2017, higher than both Manchester (43%) and the City of London (37%) as reported by the National Travel Survey. In making a link to investment in good quality infrastructure the report highlights the opening of the Leeds Bradford cycle superhighway in June 2016, highlighting that over half a million trips have been recorded across the route and 61% of surveyed users say their confidence has increased as a result of the provision, with users citing better safety and segregation from traffic. (More recent CityConnect data provided by Leeds shows a million trips reached).
- 2.9 Number Crunch flags implications for transport and wider urban public policy goals in the UK and within West Yorkshire, including planning for specific transport modes, social inclusion, productivity and congestion relief, environment, health and air quality. Number Crunch also flags the need for detailed understanding and exploration of transport and travel trends at the city region and local level. The report does not review in detail carbon and air quality implications of travel and transport trends.

West Yorkshire 'State of Transport' Annual Transport Monitoring Report

- 2.10 The Transport Committee meeting of 16 March 2018 endorsed a set of indicators and targets, subsequently adopted by the Combined Authority at its meeting of 10 May 2018, to assess performance in delivering the Transport Strategy 2040 and to inform any changes to policy, strategy and investment priorities. The performance monitoring framework comprises of:
- **A set of five modal targets** - to grow the numbers of trips made by train (75%), bus (25%), cycling (300%) and walking (10%), and to reduce car trips (-3.5%) over a 10 year period to 2027. These were set as mid-term to targets to allow sufficient time to collect and understand trend data and assess the impacts and appropriateness of policies, strategies and investment programmes, with a view to making any necessary adjustments;
 - **A set of six key indicators for each core theme of the Strategy** - one key indicator with a target attached to illustrate each of the strategy's six core themes, also set for an initial 10 year period;
 - **A longer set of 32 supporting technical indicators** - to provide additional insight into performance.
- 2.11 This performance monitoring framework makes use of local and national data sets and collection methodologies used by the Combined Authority, the West Yorkshire partner councils, from partner agencies and government. This includes local market research and public satisfaction surveys to provide

insight into customer perceptions and experience of performance across a range of transport assets and modes.

- 2.12 The intention is to publish an annual West Yorkshire State of Transport report which will assess delivery of the Transport Strategy 2040 using the performance monitoring framework described in paragraph 2.11 above, and provide additional contextual and benchmarking data to help understand local performance. Not all the data is available at the same time and there can be a time lag in collecting data, but the intention is to produce and publish the annual report towards the end of each calendar year. The Annual Monitoring Report is intended as providing a public resource, but also crucially to provide insight for Members and officers to support future policy and investment decision making.
- 2.13 Work is underway to produce the West Yorkshire State of Transport Annual Monitoring Report 2019. The report is intended to broadly follow this structure:
- Achievements – Highlighting achievements in travel and transport in the year;
 - Transport at a glance - Summary infographics present key findings;
 - West Yorkshire Population & Economic Trends – Setting the wider context for transport and travel trends;
 - Performance Monitoring Framework of the Transport Strategy 2040;
 - Modal Trends – Progress towards the interim modal targets set in the Transport Strategy for car, walking, bus, rail and cycle trips;
 - Core Themes – Progress and trends against the targets of the six core themes of the Transport Strategy: Inclusive growth, Environment, Health & Well-being; The Road Network; Places to live and work; One System Public Transport; Smart Futures; and Asset Management And Resilience;
 - Benchmarking - Comparison against other Combined Authority areas;
 - Technical Appendix – The full technical data-sets from the Performance Monitoring Framework
- 2.14 The intention is to publish the Annual Monitoring Report 2019 in December 2019 or January 2020. A draft of the report will be available to share with Transport Committee Members in mid-November. To provide Members with an opportunity to review the data and provide input to its analysis and presentation it is proposed to hold a workshop in late November/early December with Transport Committee and District Transport Portfolio Holders.
- 2.15 The UTG Number Crunch report analysis broadly corroborates the analysis undertaken as part of the West Yorkshire Transport Strategy baselining in 2017/18 and the initial analysis of data collected for the 2019 Annual Monitoring Report, but this first year's data and implied trends will need to be treated with some caution at this early point in the Transport Strategy. There are a wide range of initiatives and interventions being developed and delivered that will take time to realise their impacts. The mid-term modal targets were deliberately chosen to illustrate the ambition of the Combined Authority and partner councils, with an understanding that a number of years of delivery and

impact data would be necessary to determine if the policies, strategies and investment programmes of the Transport Strategy are working, or if action is required to re-set targets and/or policy and strategy.

3 Financial implications

3.1 None as a direct result of this report

4 Legal implications

4.1 None as a direct result of this report

5 Staffing implications

5.1 None as a direct result of this report

6 External consultees

6.1 Officers from partner councils have been engaged in the development of the West Yorkshire State of Transport Annual Monitoring Report.

7 Recommendations

7.1 That Transport Committee notes the content of the Urban Transport Group's reports on Transport trends in the City Regions 2019

7.2 That Transport Committee notes the work to produce a West Yorkshire State of Transport Annual Monitoring Report 2019.

7.3 That Transport Committee agrees to hold a workshop with District Transport Portfolio Holders to review performance data and provide input to the analysis and presentation of the West Yorkshire State of Transport Annual Monitoring Report 2019.

7.4 That Transport Committee delegate to the Chair of Transport Committee the decision to sign-off for publication the West Yorkshire State of Transport Annual Monitoring Report 2019.

8 Background documents

8.1 Urban Transport Group report: Number crunch 2019: Urban transport trends in changing times. Accessed:
<http://www.urbantransportgroup.org/system/files/general-docs/Number%20crunch%202019%20%E2%80%93%20Urban%20transport%20trends%20in%20changing%20times.pdf> .

9 Appendices

None



Report to: Transport Committee

Date: 8 November 2019

Subject: **Future Bus Options**

Director: Alan Reiss, Director of Policy, Strategy and Communications

Author(s): Dave Pearson, Helen Ellerton

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:	N/A

1. Purpose of this report

- 1.1. To advise the Committee of the decision taken by the Combined Authority to explore options arising from the sale of First West Yorkshire including, but not limited to, potentially participating in the sale.
- 1.2. To advise the Committee of the decision taken by the Combined Authority to approve spending of up to £200,000 on legal and consultancy support to assist with the development of options for future bus services in West Yorkshire.
- 1.3. To update the Committee on progress with the West Yorkshire Bus Alliance and to advise the Committee of recent Government announcements regarding funding for bus services.

2. Information

Future Bus Options

- 2.1. On 29 May First Group PLC made an announcement to shareholders that it is “pursuing structural alternatives to separate our First Bus operations from the

Group” as part of a process of re-structuring the company. Deutsche Bahn have also indicated its intentions to dispose of its Arriva business in the UK.

- 2.2. Protecting, developing and improving the bus network for West Yorkshire residents is an overriding key objective of the Combined Authority. The West Yorkshire Bus Strategy 2040 sets out the vision, objectives and bus policies for the Region¹. It sets out the target to grow bus patronage by 25% in the decade up to 2027. A reliable, affordable bus network is essential to enable people to access education and employment opportunities. It is central to our key objectives of driving inclusive growth and tackling the climate emergency.
- 2.3. Journeys on First West Yorkshire buses constitute 70% of all the bus journeys in West Yorkshire, a further 18% are taken on Arriva services. The outcome of the change in ownership of these companies is of major significance to how people get around the region.
- 2.4. At its meeting on 10 October the Combined Authority resolved to explore options to actively respond to this situation and to consider options available to invest to secure the continuity and growth of bus services in West Yorkshire. It is understood that the sale of First West Yorkshire and the other First bus operating companies will be undertaken through an open process. The Combined Authority delegated the Managing Director of the Combined Authority, in consultation with the Chair of the Combined Authority, to engage with the process of the sale of First West Yorkshire Ltd referring any significant decisions arising from this to the Combined Authority.
- 2.5. In order to develop those options and to identify if and how the Combined Authority might engage in the sale process; technical and legal support is required. This support will assist the Combined Authority in ensuring all options are initially explored. This includes understanding how the statutory provisions set out in the Bus Services Act 2017, and the potential opportunity presented by the sale of First West Yorkshire, could support the Combined Authority’s objectives.
- 2.6. Anticipating the Combined Authority’s need, technical and legal support has been procured, in order to
 - Assess the options available.
 - Understand the legal implications of possible next steps
 - Develop a value for money case for investment in bus operations
 - Undertake market due diligence.
- 2.7. Whilst the brief for this technical support has been developed in response to the particular circumstances of the sale of the bus companies, the work will inform ongoing consideration of how the Combined Authority might influence the provision of the region’s bus services.

¹ <https://www.westyorks-ca.gov.uk/improving-transport/bus-strategy/>

- 2.8. On 10 October 2019, the Combined Authority approved spending of up to £200,000 on legal and consultancy support to assist with the development of options for future bus services in West Yorkshire
- 2.9. It is clear that the Combined Authority should only embark on any model if that furthers the overall bus strategy aims to increase patronage and through that secure the wider goals of inclusivity and carbon reduction. Protecting the bus network for West Yorkshire residents is an overriding key objective.

West Yorkshire Bus Alliance

- 2.10. On the 5th July the Voluntary Partnership Agreement for the West Yorkshire Bus Alliance was approved for signing by the Transport Committee. The legal agreement contains a number of commitments for the West Yorkshire Combined Authority, West Yorkshire Councils and the West Yorkshire Bus Operators to contribute to delivery of the bus strategy adopted by the Authority in 2017.
- 2.11. The Transport Committee has approved the following commitments for the Alliance

Theme	Work Stream	Commitments
Customers at the Heart	Network Legibility	A bus network clearly identifiable to users and non-users
	Ticketing and Retail	Increasing off bus sales
	Ticketing and Affordability	Simple fares structure and fare offers for young people
	Travel Information	Live journey planning information, real time and disruption collaboration
	Customer Service	Consistent customer service offer, improved on board bus customer facilities
	Communication and Engagement	Promotional engagement to encourage behavioural change
Keeping Buses Moving	Highway Infrastructure	Highway Improvement Programme to reduce journey times, congestion relief programme, improved bus waiting infrastructure
	Service Provision	Extended operating hours, Review of the bus network structure, improved network security, better emergency planning, major highway events planning and resilience
A Sustainable Bus Network	Air Quality	Delivery of a low emission bus programme
	Economy of the Bus Network	Better data availability, review of the economy of the bus network

- 2.12. The process of signing the Voluntary Partnership Agreement is underway and work has commenced on the early deliverables set out in the Alliance. These will focus activity on a fare deal for young people, bus driver customer service and ticket acceptance between bus operators.
- 2.13. The success of the Alliance is an important first step to improving the bus offer for customers. Delivering a successful partnership is an important step to demonstrate that the Combined Authority and the bus operators of West Yorkshire can together deliver a successful bus network.
- 2.14. It is important that the overall economic and environmental objectives of the Bus Alliance are part of any new bus company owner's commitments and by participating actively in the sale process, the Combined Authority will seek to use its influence to ensure this happens.

Recent Announcements On Bus Issues

- 2.15. On 30 September, the Transport Secretary announced a funding package of more than £200m for bus services for 2020/21. The announcement also stated that the Government will "commit to the UK's first-ever long-term bus strategy and funding settlement, including support for local authorities who want to create London-style franchised services in their areas".
- 2.16. The announcement indicated that the £200m will be spent on projects including: up to £50m to help a local authority and bus operators create an "all-electric bus town or city"; an extra £30m paid directly to Local Transport Authorities to procure socially necessary but commercially unviable bus services; £23m to help Cornwall County Council develop a pilot to cut bus fares; £20m for new bus express lanes in the West Midlands to help make bus services more reliable; £20m to trial on-demand services in rural and suburban areas.
- 2.17. At the time of writing, no details are available about the respective funding schemes. If the funding is to be available for 2020/21, it may be necessary for the Managing Director to submit bids into any process in consultation with the Chair of the Transport Committee.

3. Clean Growth Implications

- 3.1 Maximising the bus network will encourage modal shift towards public transport, reducing the impact of transport on the environment and contributing towards the regional carbon reduction target.

4. Inclusive Growth Implications

- 4.1 The bus is vitally important to ensure accessibility for employment and training opportunities. Protecting the bus network for West Yorkshire residents is an overriding key objective in order to support inclusive growth.

5. Financial Implications

- 5.1 The Combined Authority has approved spending of up to £200,000 in 2019 on technical and legal advice to support the development of bus options. Commitment to any further expenditure would be subject to further approvals and the potential need to do so will be considered as part of business planning and budgeting for 2020/21.
- 5.2 It is anticipated that the Combined Authority will receive a share of the extra £30m paid directly to Local Transport Authorities to provide socially necessary bus services in 2020/21. The deployment of this funding will be considered as part of business planning and budgeting process.

6. Legal Implications

- 6.1 There are no legal implications directly arising from this report. However, any decision on a next step will have a legal implication for the Combined Authority.

7. Staffing Implications

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

8. External Consultees

- 8.1 No external consultations have been undertaken.

9. Recommendations

- 9.1 That the Transport Committee be updated on the development of options for future bus services in West Yorkshire including those which might emerge from the sale of First West Yorkshire Ltd.
- 9.2 That the Transport Committee notes the recent Government announcements on funding for bus services and that a further update is provided to the next meeting.
- 9.3 That, should it be necessary, the Managing Director be delegated to apply for the additional Government funding in consultation with the Chair of the Transport Committee.

10. Background Documents

- 10.1 None

11. Appendices

- 11.1 None

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Report to: Transport Committee

Date: 8 November 2019

Subject: **Leeds City Region Transport Update**

Director: Dave Pearson, Director, Transport Services

Author(s): Various

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:	

1. Purpose of this report

1.1 To provide the Transport Committee with an update on current issues.

2. Information

Road Network

Local Highways Maintenance Challenge Fund

2.1 The Department for Transport (DfT) announced in July 2019 a local Highways Maintenance Challenge Fund as part of the government's programme for funding improvements to local roads. This is essentially a top-up fund that enables local highway authorities in England to bid for road maintenance projects that are otherwise difficult to fund through their usual Highways Maintenance Block funding allocations they receive annually from government.

2.2 The Challenge Fund has been in existence as a competitive bidding fund since 2015. The West Yorkshire partner councils have been successful with bids to previous tranches of Challenge Fund. This current tranche makes available a total of £198 million DfT funding over two years, 2019 to 2020 and 2020 to 2021. Guidance for bidding can be found at

<https://www.gov.uk/government/publications/apply-to-the-local-highways-maintenance-challenge-fund>

- 2.3 The Challenge Fund is profiled over the two financial years in the following way:
- Year 1: For 2019 to 2020 the available funding is £98 million - This is intended for smaller schemes, with local highway authorities invited to bid for up to £5m of DfT funding.
 - Year 2: For 2020-21 the available funding is £100m - Here the DfT is seeking Expressions of Interest (EOI) for larger structural renewal projects. The guidance does not identify a specific size of project to be funded, other than above £5 million, but the DfT directs applicants to the limited scale of available funding.
- 2.4 Local highway authorities are required to fund a proportion of the total scheme costs. The proportion is not specified by the DfT but could include a local authority's own and/or third party (developer) funding.
- 2.5 The deadline for authorities to submit Year 1 bids and Year 2 EOI is 31 October 2019.
- 2.6 The DfT's guidance requires that where a local highway authority falls within a combined authority, each component authority should submit bids via the combined authority, with the combined authority ranking the bids to indicate the relative priority they attach to each one. Within the West Yorkshire Combined Authority area a total of five smaller Year 1 bids, and five larger Year 2 EOI are allowed.
- 2.7 The Combined Authority has sought proposals for smaller Year 1 and larger Year 2 schemes from each of the partner councils and assessed these against a set of criteria agreed by the partners. A provisional set of five prioritised schemes for each of the Year 1 and Year 2 pots was circulated for comment to West Yorkshire Leaders, Transport Committee Members and District Transport Portfolio Holders, prior to finalising the submission to the DfT's deadline.

DfT Local Pinch Point Fund

- 2.8 The DfT also announced in July 2019 a Local Pinch Point Fund (LPPF) as another bidding competition. LPPF totals £150m over two years, with £75m in each financial year 2021-2022 and 2022-2023. Applicants are invited to submit Expressions of Interest. The LPPF has a deadline for submissions of 31 January 2020. The DfT guidance for applications can be found at: <https://www.gov.uk/government/publications/apply-to-the-local-pinch-point-fund/local-pinch-point-fund-guidance-for-applicants-2019>.
- 2.9 As with the Challenge Fund, the LPPF is open to local highway authorities but with the requirements that within a Combined Authority are the EOI must be submitted via the Combined Authority, with the EOI ranked by the Combined Authority in priority order

- 2.10 The guidance identifies the fund as being for local road network improvements to support economic growth by tackling barriers on the local highway network that may be restricting the movement of goods and people, with eligible suggested as including but not limited to; road widening, additional traffic lanes, additional footway, cycle provision, junction improvements, severance, pedestrian crossings, bus priority measures. Schemes can be on a specific site, at one junction, a point to point improvement along a length of existing highway, or provide access to a site earmarked for development. The guidance states that bids will not be accepted relating to the DfT's Major Road Network.
- 2.11 LPPF bidding will have two phases:
- Phase 1 EOI submitted to the 31 January 2020 deadline will be assessed by the DfT and successfully schemes invited to progress to a Phase 2;
 - Phase 2 will require further detailed submission by the bidding authorities – with further guidance to be issued to the successful authorities when they are notified.
- 2.12 It is proposed to report proposed Phase 1 EOI submissions and their initial prioritisation to the Transport Committee meeting on 10 January 2020.

DfT Major Roads Fund

- 2.13 The Transport Update report to the Transport Committee meeting of 6 September 2019 provided an update on the submission of a Transport for the North funding bid to the Departments for Transport's National Roads Fund. TfN's Partnership Board agreed the list of prioritised schemes that made up its bid, which were submitted to the DfT on 31 July 2019, accompanied by TfN's Regional Evidence Base and supplementary scheme documentation provided by the sponsor local highway authorities. All bid documents are accessible from the TfN website at <https://transportforthenorth.com/>. TfN included two West Yorkshire schemes in their funding bid: Bradford A650 Tong Street and Leeds Dawson's Corner/Stanningley Bypass.
- 2.14 The government announced an initial tranche of successful MRN schemes at the Conservative Party conference in September/October 2019. The DfT's website provides details: <https://www.gov.uk/government/news/18-new-roads-move-a-step-closer-to-completion>. From the North, Lancashire County Council was successful with their £31m Preston Western Distributor road, approved for construction, and a joint bid from the North of Tyne Combined Authority and North East Combined Authority secured development funding for their £40m Tyne Bridge and Central motorway renewal scheme. There was no announcement on the two West Yorkshire schemes. The DfT have confirmed that this was a first round of announcements on the MRN bids with more announcements to continue over the next couple of months.

Rail

Rail Station accessibility bids

- 2.15 The Transport Committee approved match funding totalling £750,000 to support Rail Station Access for All bids as part of the LTP Integrated Transport Block Programme 2019-2022 on 15 March 2019. Five bids supported by £750,000 were submitted to the DfT Access for All bidding round in 2018. Two of the bids were announced as being successful in April 2019 requiring a total of £300,000 to match fund schemes in Calderdale (Todmorden) and Bradford (Menston).
- 2.16 The DfT announced a further round of funding in July 2019, available here <https://www.gov.uk/government/news/20-million-fund-marks-one-year-on-from-the-inclusive-transport-strategy>. This national £20 million Access for All Mid-Tier Programme is available to support rail station accessibility projects requiring between £250,000 and £1 million of Government support.
- 2.17 As reported to Transport Committee in September 2019, the Combined Authority has worked together with Northern and council partners to develop bids. Four bids will be submitted during October 2019. Two of the bids will be supported by £300,000 from the LTP Integrated Transport Block Programme for schemes in Bradford (Burley-in-Wharfedale), Kirklees (Marsden & Slaithwaite) and Wakefield (Pontefract Monkhill, which is also supported by match funding from Wakefield Council). The other two bids will be supported by LPTIP (Leeds Public Transport Investment Programme) funding for schemes in Leeds (Cross Gates and Horsforth). The announcement of successful bids is expected in Spring 2020.

Oakervee Review of HS2

- 2.18 The Government has commissioned a review led by Douglas Oakervee into HS2, following the Prime Minister's stated wish to review whether and how HS2 proceeds. The review will use all existing evidence on the project and consider its:
- benefits and impacts;
 - affordability and efficiency;
 - deliverability; and
 - scope and phasing, including its relationship with Northern Powerhouse Rail.
- 2.19 Leeds City Council and the Combined Authority submitted evidence to the review panel in September 2019 working with Cllrs Judith Blake, Susan Hinchcliffe and the West and North Yorkshire Chamber of Commerce. The original aim was for the Review to report in Autumn 2019.
- 2.20 If the Oakervee Review is published by the time Transport Committee meets, a verbal update will be provided as necessary.

Northern Powerhouse Rail

- 2.21 Combined Authority officers continue to work with Transport for the North on the development of Northern Powerhouse Rail (NPR). The current focus of activities in the NPR programme is:
- Identify how the proposed NPR connections will utilise and interact with planned HS2 infrastructure and provide options for inclusion in the HS2 Phase 2B hybrid Bill;
 - Identify a single preferred concept on each route by no later than 2020;
 - Seek long-term investment decisions through the 2019 Spending Review by the Treasury; and
 - Make important, collective decisions about phasing and delivery models. This will enable progress toward Outline Business Case demonstrating affordability and deliverability of the whole network.
- 2.22 In addition to the above-mentioned activity, Transport for the North and its partners are working to respond to the Prime Minister's backing for NPR, and his July 2019 request made at the Museum of Science and Industry in Manchester to bring forward plans for the Leeds – Bradford - Manchester leg of the network. Transport for the North is therefore preparing details of what an autumn deal on NPR could be. We continue to press the case for a new line between Leeds, Bradford city centre and Manchester along with sufficient capacity in and around Leeds station and east of Leeds to maximise NPR and ensure it runs alongside a growth in local services.
- 2.23 Whilst this is notionally positive, it will be important that energy continues to be applied to the development of the whole NPR and wider rail network.

Rail Connectivity Vision

- 2.24 Without a single, joined up, long-term vision for the railway serving the region, including HS2, NPR, TRU, and wider services, there is significant risk that individual programmes are developed in relative isolation, with different programmes based on different planning assumptions.
- 2.25 The Combined Authority, working with TfN and advisors, and supported by Network Rail and DfT, is developing an evidence-led 'Rail Connectivity Vision' to establish a shared vision for the region's national, regional and local rail connectivity needs. This will form a major part of the Combined Authority's forthcoming Rail Strategy, and will play an important role in the development of the Connectivity Strategy.
- 2.26 An early priority is to determine whether or not the proposed touchpoint between the HS2 and classic rail networks south of Leeds at Stourton – not part of the current design scope for the HS2 Phase 2b Hybrid Bill – is required to deliver the Vision. A paper to TfN Board on 5 December is planned to set out whether an Additional Provision to the Hybrid Bill is required to include the touchpoint, or whether alternative solutions are required.

2.27 Consultation with Members on development of the wider Rail Strategy will take place in coming months, to engage in the strategic choices about the type of rail future they want for the region.

TransPennine Route Upgrade Transport and Works Act Order Consultation

2.28 Network Rail is proposing an upgrade to a section of railway between Huddersfield and Westtown (Dewsbury) to deliver passenger benefits along the TransPennine railway as part of the TransPennine Route Upgrade (TRU) to be funded by the Department of Transport.

2.29 Upgrading the section of railway between Huddersfield and Westtown is key to delivering the benefits passengers want along the TransPennine railway. The current layout in this area limits the railway's ability to run more and faster trains and affect the reliability of train services. The key proposals include:

- Doubling the number of tracks from two to four along the majority of the railway
- Separating sections of track from each other by either a bridge (fly-over) or tunnel (dive-under) at Ravensthorpe
- Upgrading stations at Huddersfield, Deighton, Mirfield and Ravensthorpe
- Electrification of the railway from Huddersfield to Ravensthorpe – and right through to Leeds.

2.30 As part of the consultation, Network Rail invited feedback by Friday, 25 October 2019 via an on-line survey form. The consultation questions are specifically related to this section of railway. The Combined Authority has responded to this survey based on the submission to Network Rail which was developed in close consultation with officers from council partners. The Chair of Transport Committee also wrote a letter to the Secretary of State on 10 October 2019 that set out the Combined Authority's asks for the TRU project. The letter is attached in **Appendix 1**.

Rail Performance

2.31 The latest comparative performance data up to and including Period 7 (ended on 12 October 2019) is provided at **Appendix 2**. This indicates that services have, in general, stabilised between mid-August and mid-October, with some improvements on TransPennine Express (TPE) following a particularly poor period earlier in the summer. Performance earlier in the summer was impacted by a range of factors which continue, but exacerbated by problems with exceptional periods of hot and then unseasonably wet and windy weather.

2.32 The overall picture remains disappointing, and reflects the continued challenge of running a reliable service on a congested and complex network, where it can be difficult to recover from specific incidents.

2.33 Northern has identified the following specific incidents that drove poor performance on services with impacts on West Yorkshire:

- 27 August – Trespass at Manchester Victoria, 1,491 minutes of delay, 12 cancellations
- 30 August – Train fault at Bingley, 1,806 minutes of delay, 27 cancellations
- 31 August – Train fault at Sheffield, 2,909 minutes of delay, 83 cancellations
- 9 September – Track fault at Leeds, 612 minutes of delay, 66 cancellations
- 13 September – Points failure at Manchester Piccadilly, 4,702 minutes of delay, 111 cancellations
- 29 September – Flooding near Blackpool, 449 minutes of delay, 73 cancellations
- 1 October – Track vandalism at Crossflatts, 996 minutes of delay, 22 cancellations
- 2 October – Train fault at Deansgate, 1,165 minutes of delay, 12 cancellations
- 11 October – Flooding at Blackpool, 1,688 minutes of delay, 74 cancellations

2.34 TPE has identified the following specific incidents that drove poor performance on services with impacts on West Yorkshire:

- 29 August 2019 - Fatality at Slaithwaite, 1,991 minutes of delay, 50 cancellations
- 13 September 2019: Points failure at Manchester Piccadilly, 1,726 minutes of delay, 76 cancellations
- 23 August 2019: Broken rail at Morley, 978 minutes of delay, 81 cancellations
- 28 September 2019: Flooding between Manchester and Liverpool, 1,054 minutes of delay, 21 cancellations
- 05 October 2019: Track fault near Mirfield, 883 minutes of delay, 40 cancellations
- 21 September 2019: Track circuit failure near Manchester, 709 minutes of delay, 10 cancellations

2.35 Engines on TPE's fleet of existing trains became less reliable over summer. The progressive introduction of new trains should help take the pressure off this fleet to allow the underlying causes of this unreliability to be addressed.

2.36 The introduction of new trains and the significant associated training requirements have impacted on crew availability for both operators. As more staff are trained, this pressure should start to ease, but it will be an ongoing challenge for some time. There is also an expectation that performance will continue to be impacted in coming weeks as new trains 'bed-in', which is difficult to mitigate.

2.37 The data available at the time of writing only includes up to 12 October, so the impact of autumn conditions this year is not yet clear. Autumn preparedness was the subject of a robust discussion with the operators and Network Rail at TfN Rail North Committee 11 September. Whilst formal data is awaited, at the time of writing, the early indication is that autumn performance is in line with

expectations, with no major incidents. This situation is liable to change with any sudden changes in the weather.

- 2.38 The December 2019 timetable change includes further structural tweaks aimed at improving the overall reliability of services. In light of the above factors, in particular the large scale introduction of new trains in coming months, it is likely that overall performance will remain disappointing.
- 2.39 Northern's performance on short formations has improved, particularly on local routes, but from a very poor position in July / August. The situation on short formations remains an overall concern. As additional new trains come into service, we hope to see this picture improve over the coming periods. It is important in this context to keep Pacer trains on standby to cover for any shortfalls, particularly through autumn and until the performance of new trains achieves good levels. This message is regularly conveyed to Northern.

Introduction of new trains

- 2.40 As reported to Transport Committee on 6 September, Northern, TransPennine Express and LNER continue to introduce new trains in the City Region.
- 2.41 LNER's transition to Azuma trains continues to progress. It currently expects to remove the last of its diesel HST trains before the end of the year. The gradual transition remains relatively uneventful, and passenger response has generally been positive. The Azuma trains provide a welcome increase in capacity.
- 2.42 Northern has started to introduce new electric trains on Leeds to Doncaster and Leeds / Bradford / Skipton / Ilkley services. These will replace the small fleet of older non-air conditioned trains that date from the late 1980s. A launch event at Bradford Forster Square and on the Airedale Line relating to these new trains took place on 4 September.
- 2.43 Northern introduced new diesel trains on the Leeds – Bradford – Halifax – Manchester – Warrington – Chester service on 21 October, with a successful launch event on the Calder Valley line on 18 October. These are the first brand new trains on this line for almost 30 years, and services on the York – Leeds – Bradford – Halifax – Preston – Blackpool services are expected to switch over to new trains before the end of the year. These will mark an improvement for passengers, offering on-board Wi-Fi, at-seat device charging and air conditioning, as well as better acceleration and braking performance.
- 2.44 TPE has introduced further 'Nova 3' trains into service. The first 'Nova 1' train ran in passenger service at the end of September, and these are now regularly appearing in service. It is anticipated that by December there should be several more new trains in operation with TransPennine Express, bringing desperately needed additional capacity. Passenger response to TPE's new trains continues to be positive.
- 2.45 Typically, new trains are very unreliable in their early months as common faults are ironed out and staff become used to operating and maintaining them. This

has inevitably proved to be the case with new trains for Northern and TransPennine Express, which are new types on the network (except Nova 1). As noted above, other than careful management there are no clear mitigations, and things will improve in time. The Combined Authority's primary emphasis remains on ensuring that the transition is properly managed and that daily reliability and delivery of peak time capacity is the first priority.

- 2.46 As previously reported, delays to new trains means that Northern needs to keep some Pacer trains in service into next year. It is important that Northern does not prematurely withdraw Pacer trains until it has sufficient new trains in reliable service to run all the services (including peak strengthening) it has committed to.
- 2.47 In combination with South Yorkshire Passenger Transport Executive, officers continue to be in discussion with Northern to secure passenger benefits for those areas that will have to rely on Pacer trains for local rail journeys beyond the end of the year. This was the subject of a joint letter from Mayor Dan Jarvis (Sheffield City Region), Cllr Judith Blake (West Yorkshire), and Mayor Andy Burnham (Greater Manchester) to Northern in late October.

Walking and cycling

- 2.48 In July 2019, progress on development of Local Cycling and Walking Infrastructure Plans for the region was reported to Transport Committee, including the plan to commence stakeholder engagement on the draft phase one LCWIPs. Draft phase one LCWIP documents were shared with Transport Committee members through the Your Voice portal following the meeting.
- 2.49 The engagement period was originally planned to be complete by the end of September 2019, but this period was extended for some of the individual partner phase one LCWIPs as a result of requests from some stakeholders and to allow sufficient time for feedback to be provided. Engagement relating to all phase one LCWIPs concluded in October 2019.
- 2.50 The work to update the documents to reflect feedback received is underway and expected to be completed in November, and as a result endorsement for the draft phase one LCWIPs is intended to be sought from Transport Committee at the next meeting in January 2020.
- 2.51 The draft phase one LCWIP documents have been shared with the DfT to demonstrate progress and have been well received. Detailed feedback is awaited from DfT to help steer further phases of development.

3. Financial Implications

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

4. Legal Implications

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

5. Staffing Implications

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

6. External Consultees

6.1 Northern and TransPennine Express have offered comments on earlier drafts of the content relating to rail performance and the introduction of new trains.

7. Recommendations

7.1 That the Committee notes the updates provided in this report.

8. Background Documents

8.1 None

9. Appendices

9.1 Appendix 1 – TRU Asks of West Yorkshire
Appendix 2 – Train Operator Performance Graphs

Rt Hon Grant Shapps MP
Secretary of State for Transport
House of Commons
London
SW1A 0AA

shappsg@parliament.uk

10 October 2019

Dear Mr Shapps,

West Yorkshire Combined Authority is very supportive of the Transpennine Route Upgrade (TRU). It is a vitally important short-medium term project for the North and for this region, buying us time and long overdue additional rail capacity on the north's main east – west rail artery, in advance of a new Northern Powerhouse Rail (NPR) line via Bradford city centre. For this reason, I would like to express my grave concern about the lack of a funding decision from the Department for Transport on TRU.

I would also like to take this opportunity to reiterate “our Asks” on this project which are summarised as follows:

- **TRU and NPR:** While we welcomed the Prime Minister's suggestion in principle of accelerating the development of a new line between Leeds and Manchester as part of NPR, we are not prepared to face an “either / or” choice between TRU and NPR. The two routes will in future have different roles to play in the north's east-west rail connectivity. A new NPR line will form the north's inter-city east-west trunk route, whilst TRU can be repurposed to better serve the inter-regional, local and freight markets. The region and the North need TRU improvements now without delay to help to deliver a more reliable railway, to provide the much needed capacity and provide freight shippers with an alternative to the chronic crowding of the M62 motorway.
- **Delivered in full:** As 7 out of the 12 LEP areas in the North, collectively accounting for over 80% of the north's economic output, are set to directly benefit from the TRU investment it is important that TRU is delivered in full. I understand that Transport for North (TfN) had already raised this to your predecessor through statutory advice but the recent response TfN received from your department still does not offer us any comfort that TRU will be delivered in full.
- **Accessible stations:** As a minimum requirement, all stations on the TRU route should be made accessible. It is in line with your department's ambition set out in the Inclusive Transport Strategy and TRU should be fully funded to deliver this.

- **Climate emergency:** In order to truly deliver a low carbon North of England transport network by 2050, it is important that the route is fully electrified. The Combined Authority has formally declared a climate emergency and so have all councils within West Yorkshire, with Leeds City Region setting a target of becoming net zero carbon region by 2038. Full electrification has repeatedly been proven to be the only cost-effective way of providing an efficient high-density, mixed-use railway over challenging topography, as typified by the TRU route. We therefore particularly welcomed the recent electrification cost challenge which explores the potential to provide full electrification within the assumed budget. I also believe that it should be within the TRU remit to design enhancements at stations and on the route that further decarbonise the railway.
- **Leeds station capacity:** The TRU project's scope as we understand it does not address capacity, performance and congestion issues at/around Leeds station. Leeds station has increasingly become a problem and bottleneck, not only causing issues on the current timetable but limiting any future enhancements in this region and the North – including the delivery of urgently needed longer trains and other existing franchise commitments on Northern, Trans-Pennine and LNER. We are asking your department to prioritise work on resolving the capacity issues at Leeds which plays a key role in narrowing the productivity gap, strengthening and rebalancing the national economy.
- **Enhanced involvement:** So far we have very limited sight of and input into key decisions in relation to TRU. We are seeking an enhanced role on TRU through TfN so that we and TfN can help to ensure the proposed TRU improvements can be planned and delivered in a way that appropriate to this region and the north.

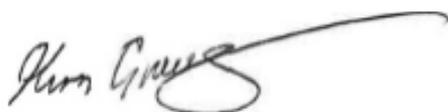
I would also like your delivery agent (Network Rail) to work with us in the following issues so that we can work together to maximise benefits of TRU, minimise abortive works and minimise disruptions:

- **Disruption:** we need greater clarity on the proposed service patterns and the potential impact during construction.
- **Service patterns:** We need more clarity about what TRU Phase 1 work would deliver in terms of capability and capacity. We have set out our 'Ambition for TRU' in <https://westyorkshire.moderngov.co.uk/documents/s9022/Item%206%20-%20TRU%20update%20-%20Appendix%201.pdf>
- **Diversions routes:** We need to understand the potential impact on the existing train services on diversionary routes. We also need clarity on potential opportunities to enhance these diversionary routes in order to maximise the legacy benefits of the TRU project.

- **Interface projects:** We have an ambitious programme of rail investment and we are investing around £300m in the railway in this region in the coming few years. Some of our projects have a strong interface with TRU and we need to understand the scope of TRU at the earliest opportunity to deliver our investment programme within the timescales that are set by your department.

I would be grateful if you would consider the points raised above and I look forward to receiving your response.

Yours sincerely,



Councillor Kim Groves

Chair of Transport for West Yorkshire Combined Authority

Kim.Groves@westyorks-ca.gov.uk

0113 251 7223

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Item 11 Appendix 2

Rail Performance Summary Graphs

The graphs below provide a summary of performance by rail reporting periods in a way that allows performance to be compared with previous years. The 'Cancelled and Significantly Late (CaSL)' and 'Short formed' figures are for 2018 onwards only.

The data in this Appendix covers up to Period 7 (ended on 12 October 2019).

Rail Period dates

The rail industry reports performance and other data on the basis of a 13 periods in each year. This current year and last year rail periods are set out below:

Four week rail period	2018 / 19	2019 / 20
Period 1	1 April – 28 April	1 April – 27 April
Period 2	29 April – 26 May	28 April – 25 May
Period 3	27 May – 23 June	26 May – 22 June
Period 4	24 June – 21 July	23 June – 20 July
Period 5	22 July – 18 August	21 July – 17 August
Period 6	19 August – 15 September	18 August – 14 September
Period 7	16 September – 13 October	15 September – 12 October
Period 8	14 October – 10 November	13 October – 9 November
Period 9	11 November – 8 December	10 November – 7 December
Period 10	9 December – 5 January	8 December – 4 January
Period 11	6 January – 2 February	5 January – 1 February
Period 12	3 February – 2 March	2 February – 29 February
Period 13	3 March – 31 March	1 March – 31 March

Performance terms

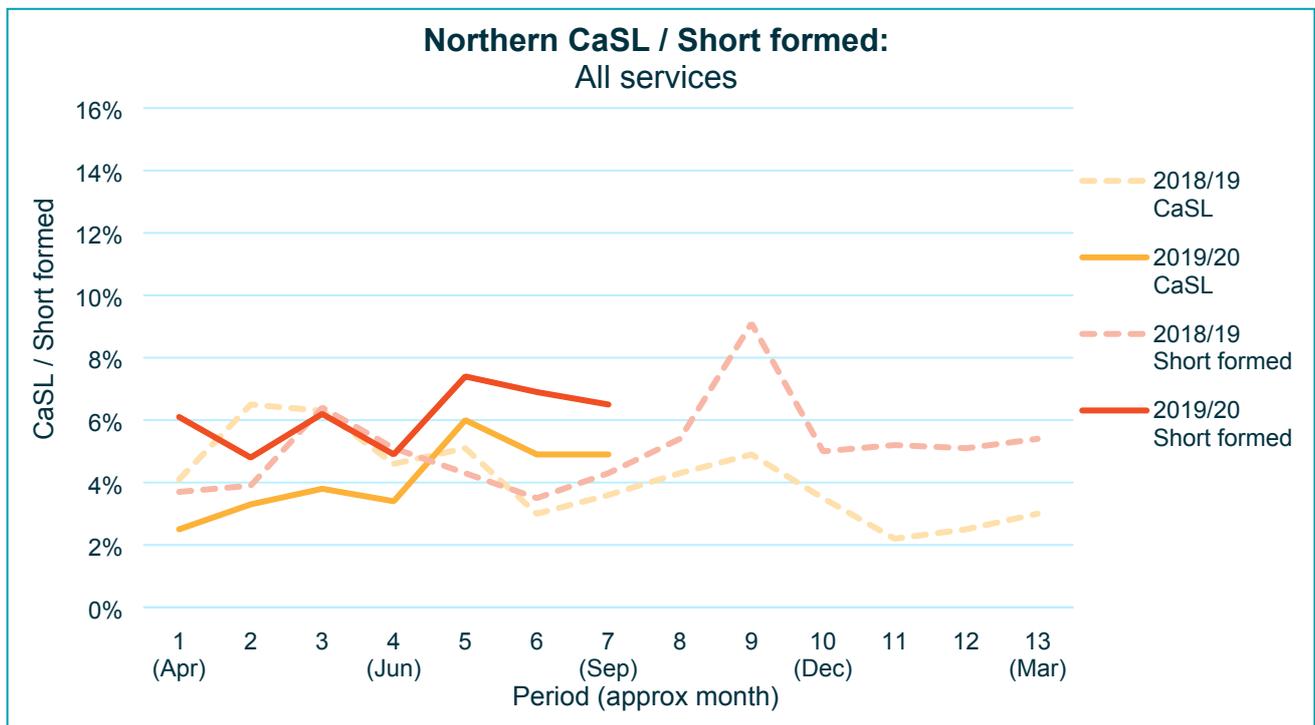
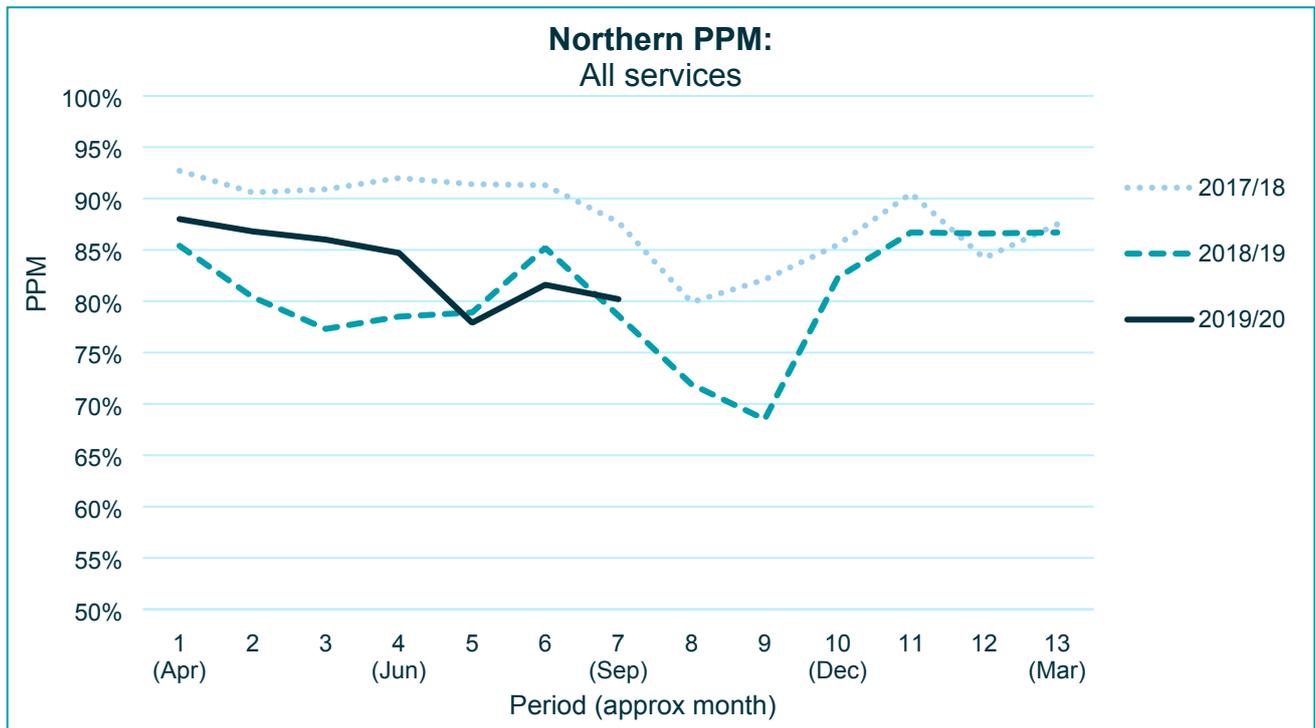
The **Public Performance Measure (PPM)** combines figures for punctuality and reliability into a single performance figure. For TransPennine Express it covers services arriving at their destination within 10 minutes of their planned arrival time and for Northern within 5 minutes of their planned arrival time.

Cancellations and Significant Lateness (CaSL) – the percentage of trains which are part or fully cancelled or arrive at their destination more than thirty minutes later than planned.

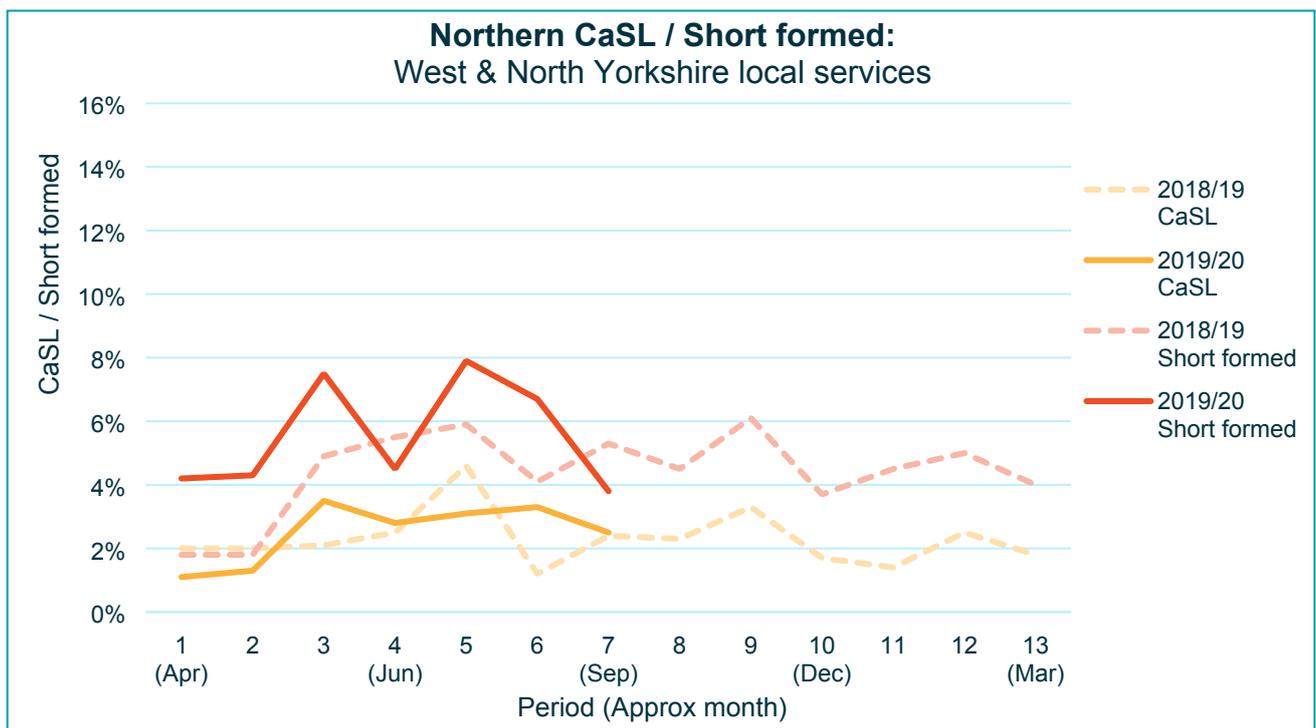
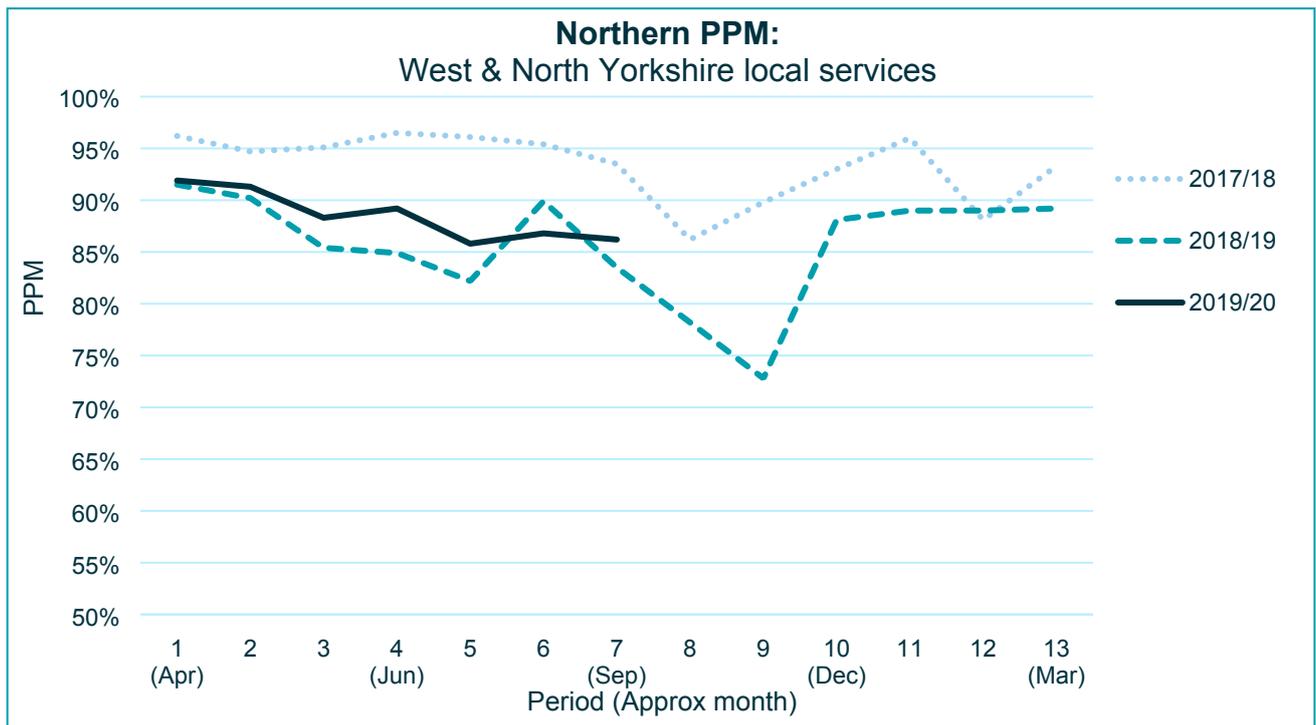
Short formed – the percentage of trains which run with less than the planned capacity.

Northern

Northern – All services across franchise



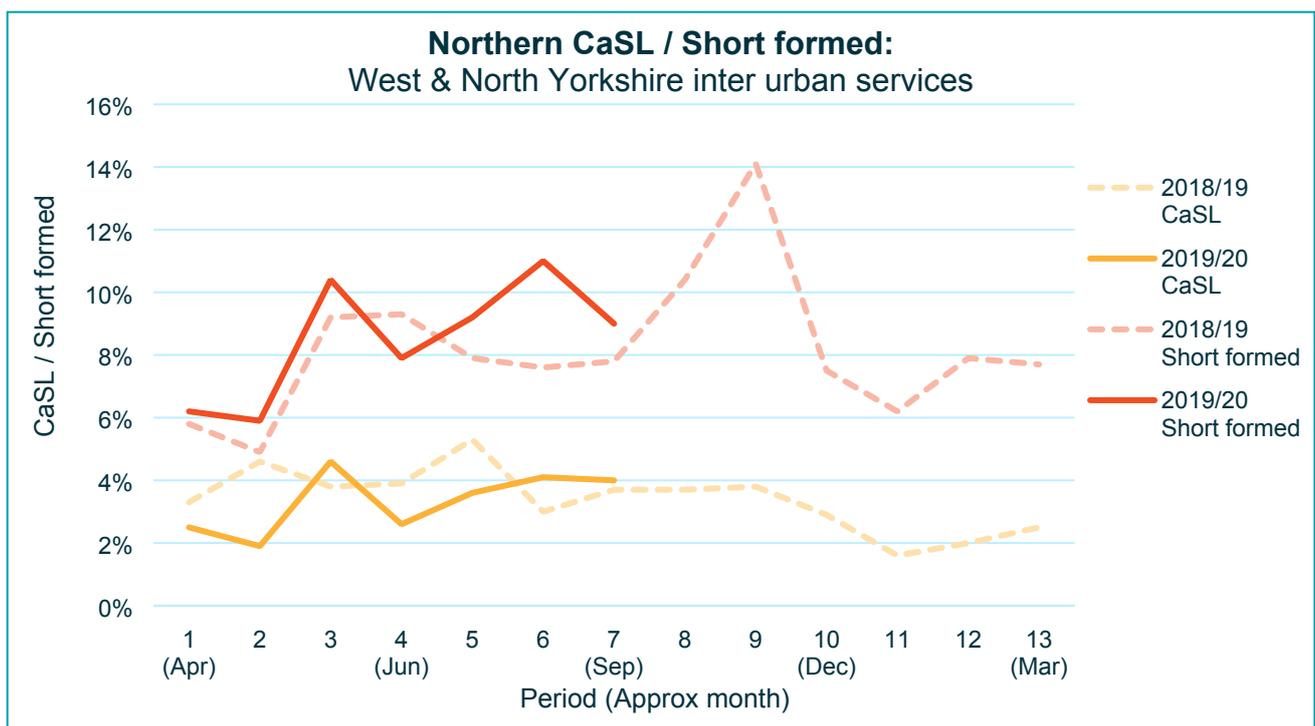
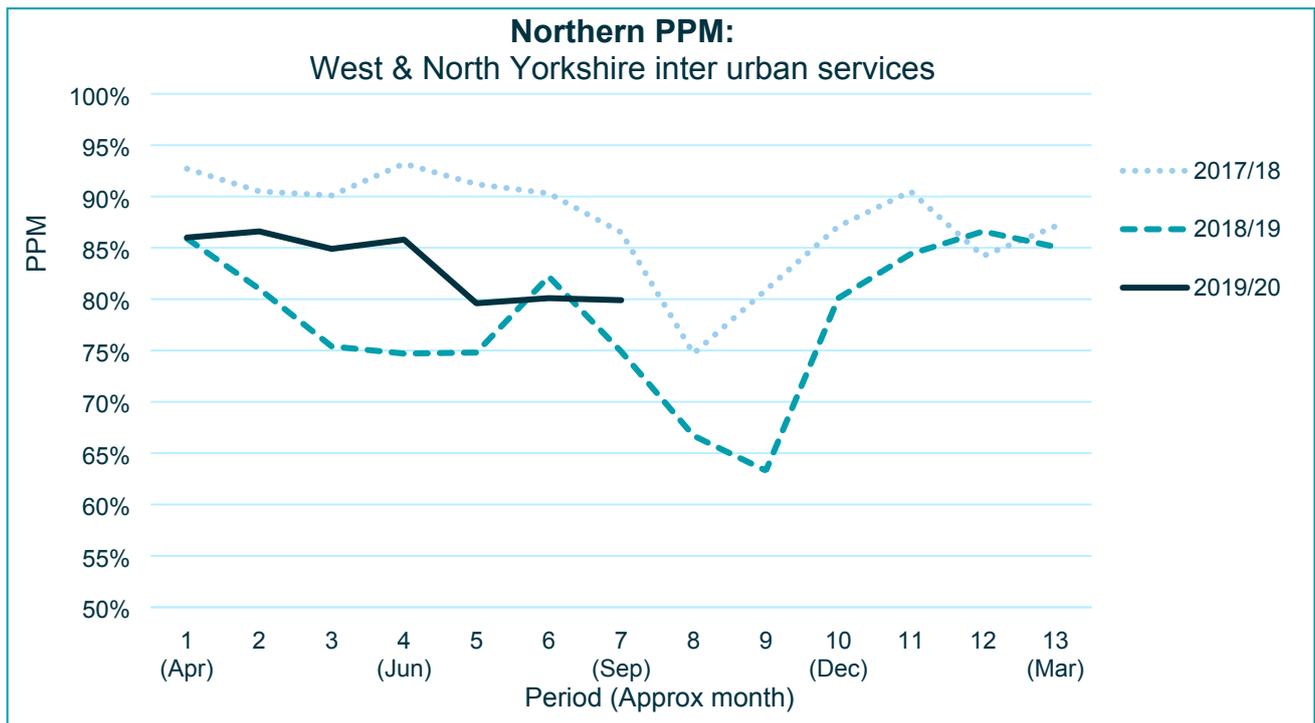
Northern: West & North Yorkshire local services



West & North Yorkshire local services definition:

- Wakefield line route to Sheffield
- Airedale line (not Carlisle, Lancaster / Morecambe services)
- Wharfedale line routes
- Pontefract line routes
- Southport / Wigan – Leeds (via Brighouse) Calder Valley services

Northern: West & North Yorkshire inter urban services

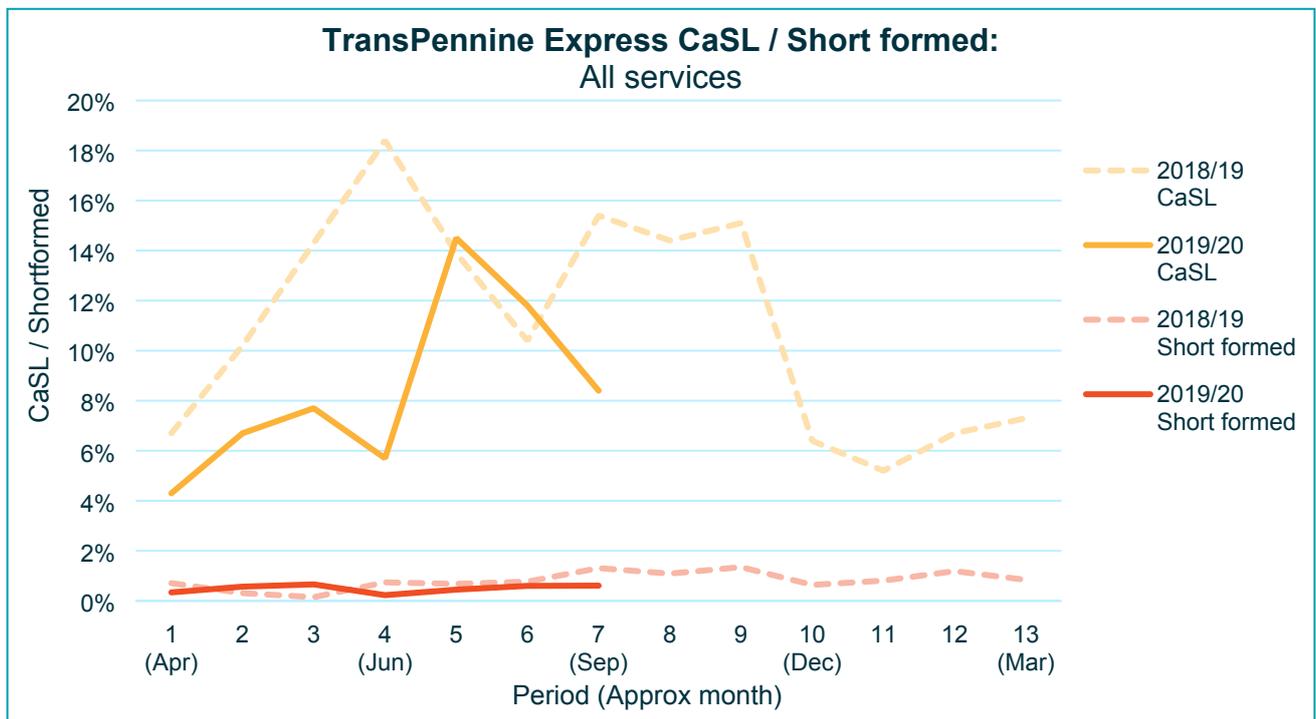
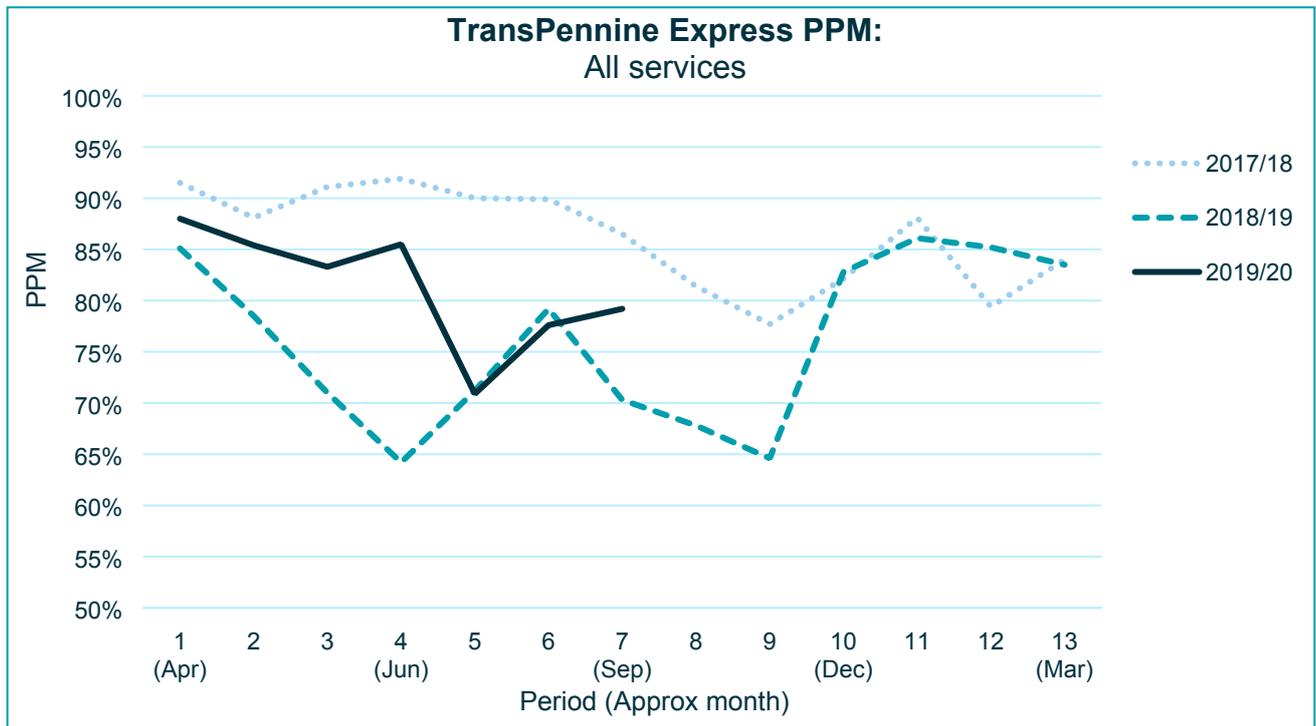


Inter urban services definition:

- Calder Valley services via Bradford Interchange
- Harrogate line routes
- York and Selby line routes
- Longer distance Airedale line routes (Carlisle, Lancaster / Morecambe services)
- Huddersfield line routes
- Wakefield line route to Doncaster

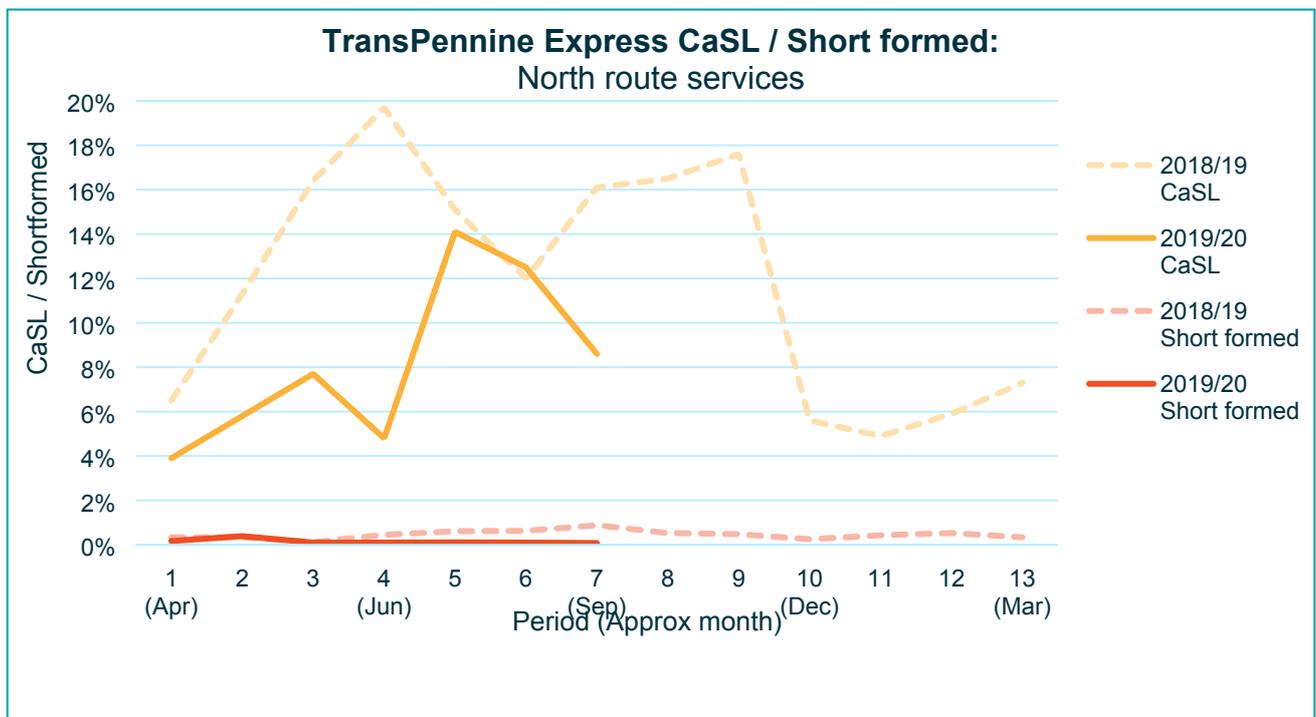
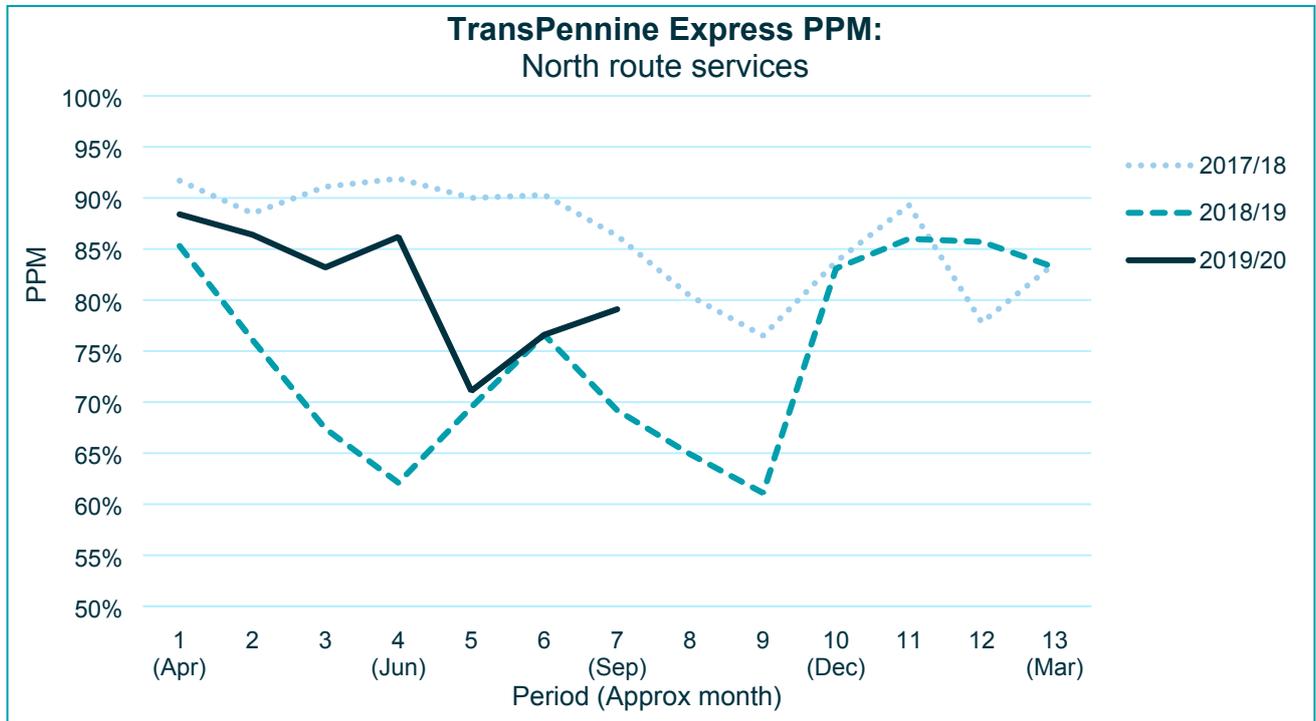
TransPennine Express

TransPennine Express – All Routes



TransPennine Express – North Route

North route services definition: Liverpool / Manchester Airport / Manchester to / from Huddersfield, Leeds, Hull / York / Scarborough / Middlesbrough / Newcastle.





Report to: Transport Committee

Date: 8 November 2019

Subject: **Summary of Transport Schemes**

Director: Marc Cole, Director of Delivery

Author(s): Craig Taylor

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:		

1 Purpose of this report

- 1.1 To inform the Transport Committee of the transport related West Yorkshire and York Investment Committee (the Investment Committee) recommendations from its meetings on 3 September 2019 and 1 October 2019.

2 Information

- 2.1 The recommendations not within the remit for Investment Committee approval for projects that were made by the Investment Committee meeting in September and October 2019, were approved at the West Yorkshire Combined Authority (the Combined Authority) meeting on 10 October 2019.

The following projects were presented at the Investment Committee meeting on 3 September 2019 - Capital Spend and Project Approvals

- 2.2 The full agenda and papers for the Investment Committee meeting on 3 September 2019 can be found on the Combined Authority [website](#).

Halifax Bus Station

- 2.3 This project will replace the existing bus station facility located to the north of Halifax town centre. The scheme seeks to address known constraints and issues of the current site and deliver a station that can accommodate the predicted growth in travel in Halifax, with the proposal to include delivery of a new single fully enclosed passenger concourse, increased retail and commercial provision, improvements to real time information, and improved access and safety measures.
- 2.4 The scheme gained approval to proceed through decision point 3 and to commence work on activity 4 (full business case) at the Combined Authority on 10 October 2019.

A65 Signals

- 2.5 The scheme aims to improve journey times for bus services and general traffic and increase bus use through the installation of new controls at 11 signal junctions along the corridor from Kirkstall (B6157 Savins Mill and Wyther Lane) to the A58 Inner Ring Road.
- 2.6 The scheme gained approval to proceed through decision point 3 and to commence work on activity 4 (full business case) at the Combined Authority on 10 October 2019.

A62 / A644 (Wakefield Road) Link Road

- 2.7 The existing A62 / A644 Cooper Bridge junction is a signalised three-armed roundabout. The roundabout and the surrounding road network are known to be severely congested in both the morning and afternoon traffic peaks.
- 2.8 Proposed works include;
- Remove large volumes of motorway bound traffic and rerouting them away from Cooper Bridge and onto the link road.
 - Highway junction improvements works
 - Construction of a link road
 - Widening of A644 Wakefield Road and A62 Leeds Road.
- 2.9 The change request for additional funding to support project development costs towards developing the outline business case and for an extension on time from November 2018 to October 2020 for outline business case submission was approved by the Investment Committee.

A629 Phase 2

- 2.10 Phase 2 of the corridor programme will improve pedestrian and cycle access in to and within Halifax town centre by addressing roads that are cutting off pedestrian access, re-routing of traffic, and capitalising on place making opportunities and will complement the new bus station proposal. Delivery will

be phased across three corridors - Eastern corridor, central corridor, and Western corridor.

- 2.11 The change request for additional funding to support project development costs towards a detailed re-design of the Piece Gardens on the Eastern Corridor to include the recently Grade II listed Hughes Corporation Building was approved by the investment Committee.

Corridor Improvement Programme - A58/A672

- 2.12 This scheme seeks to deliver a package of small-scale transport interventions on the A58/A672 corridor focused on highway improvements, along with improving facilities for active modes.
- 2.13 The change request to the revised delivery timescales was approved by the investment Committee.

Corridor Improvement Programme - A646/A6033

- 2.14 This scheme seeks to deliver a package of highway improvements to address identified pinch-points on the A646/A6033 corridor.
- 2.15 The change request to the revised delivery timescales was approved by the Investment Committee.

Rail Park and Ride Programme - Hebden Bridge

- 2.16 This scheme will provide an additional 46 parking spaces at Hebden Bridge Rail Station and remove disruptive on-street parking on the local road network.
- 2.17 The change request to approve additional funding and amend the delivery timescales was approved by the Investment Committee.

York Outer Ring Road - Phase 2 Delivery A1237 - Monks Cross

- 2.18 The York Outer Ring Road upgrade project includes improvements to 7 existing outer ring road roundabouts between the Wetherby Road and Monks Cross junctions. The aim is to, where possible, upgrade junctions to a similar standard as the recently enhanced A19 and A59 roundabouts. Phase 2 will deliver improvements to the roundabout at the junction of A1237, Monks Cross, and North Lane.
- 2.19 The change request to amend the completion date to enable the acquisition of land in a timely manner in order to adhere to the York Outer Ring Road (YORR) programme.

The following projects were presented at the Investment Committee meeting 1 October 2019 - Capital Spend and Project Approvals

- 2.20 The full agenda and papers for the Investment Committee meeting on 1 October 2019 can be found on the Combined Authority [website](#).

Temple Green Park and Ride

- 2.21 The scheme seeks to deliver up to 389 additional parking spaces at the existing Temple Green Park & Ride site, with procurement of an additional park & ride bus service.
- 2.22 The scheme gained approval to proceed through decision point 3 and to commence work on activity 4 (full business case) at the Combined Authority on 10 October 2019.

Castleford Growth Corridor

- 2.23 This scheme will deliver highway improvements as well as provision of new and enhanced cycle way and pedestrian footpaths along the Castleford Growth Corridor. Additionally scheme delivery is to include public realm improvements by opening up views and public access to the River Aire.
- 2.24 The scheme gained approval to proceed through decision point 3 and to commence work on activity 4 (full business case) at the Combined Authority on 10 October 2019.

City Connect: (Cooper Bridge) Bradley to Brighouse

- 2.25 The project will deliver a 6.5km cycle and walking route between the settlements of Bradley and Brighouse crossing the Kirklees and Calderdale border. The route will predominantly be delivered off the highway but provide strategic links to the highway network.
- 2.26 The scheme gained approval to proceed through decision point 3 and to commence work on activity 4 (full business case).

Steeton and Silsden Rail Car Park

- 2.27 This scheme will deliver an extension to the existing car park at Steeton & Silsden rail station, increasing the free parking capacity by 104 spaces through the installation of 2 parking decks. Scheme delivery is to also include CCTV provision, one fully accessible lift, enhanced draining infrastructure, increased blue badge bay provision and electrical ducting to future proof 2 electric vehicle charging bays.
- 2.28 The scheme gained approval to proceed through decision point 5 and to commence work on activity 6 (delivery) at the Combined Authority on 10 October 2019.

A61 (South) Corridor

- 2.29 The scheme consists of a series of improvements along the A639 and A61 between M621 Junction 7 and the junction of A61 Great Wilson Street and Meadow Lane. It includes the provision of new bus lanes along the corridor (in both directions), bus priority measures at signals, improvements to the Thwaite Gate junction, dedicated walking and cycling facilities together with improvements to urban realm and green infrastructure.
- 2.30 The scheme gained approval to proceed through decision point 4 and to commence work on activity 5 (full business case with finalised costs) at the Combined Authority on 10 October 2019.

East Leeds Orbital Route

- 2.31 This scheme is phase 2: East Leeds Orbital Road - a new 7km dual carriageway that will stretch from the ORR at Red Hall round the east side of Leeds to Thorpe Park (A612/A61), joining up with the Manston Lane Link Road. This will be a 50mph route complete with enhanced landscaping together with pedestrian and cycle infrastructure.
- 2.32 The scheme gained approval to proceed through decision point 5 and to commence work on activity 6 (delivery) at the Combined Authority on 10 October 2019.

Headrow City Centre Gateway

- 2.33 The Headrow City Centre Gateway scheme will enhance a major gateway to Leeds city centre for bus users, pedestrians, and cycle users, through a series of bus infrastructure, public realm, pedestrian and cycling improvements.
- 2.34 The scheme gained approval to proceed through decision point 4 and to commence work on activity 5 (full business case with finalised costs).

Stourton Park and Ride

- 2.35 This scheme will deliver a new park & ride site capable of accommodating up to 1200 vehicles. The site will be fully electric, with solar panel provision to operate the site and support charging to run the fully electric bus services to/from Leeds city centre. In addition to the parking provision, the site will also include electric charge points for vehicles, waiting facilities, cycle stands, cycle lockers, and mobility scooter lockers.
- 2.36 The scheme gained approval to proceed through decision point 4 and to commence work on activity 5 (full business case with finalised costs).

Rail Park & Ride Programme Phase 1: Mytholmroyd

- 2.37 This scheme forms part of the Rail Park and Ride Programme and will create a new car park consisting of 193 additional car parking spaces, 10 new blue

badge spaces, cycle stands and future proofing for electric charging bays at Mytholmroyd Rail Station.

- 2.38 The change request to increase scheme costs and extend delivery timeframe was approved by the Investment Committee.

3 Clean Growth Implications

There are no clean growth implications directly arising from this report; they have been considered at the relevant Investment Committee.

4 Inclusive Growth Implications

There are no inclusive growth implications directly arising from this report; they have been considered at the relevant Investment Committee.

5 Financial implications

- 5.1 The report outlines for information expenditure from the available Combined Authority funding as recommended by Investment Committee.

6 Legal implications

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

7 Staffing implications

- 7.1 A combination of Combined Authority and District partner project, programme and portfolio management resources are identified and costed for within the schemes in this report.

8 External consultees

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

9 Recommendations

- 9.1 That the report be noted.

10 Background documents

- 10.1 None.

11 Appendices

- 11.1 None.



Report to: Transport Committee

Date: 8 November 2019

Subject: Zero Carbon and Air Quality update

Director: Alan Reiss, Director of Policy, Strategy and Communications

Author(s): R Brett-Davis, S Heckley

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:	

1. Purpose of this report

- 1.1. To provide an update on carbon reduction and air quality improvement activities being progressed by the West Yorkshire Combined Authority and partner councils.

2. Information

Background

- 2.1 The West Yorkshire Transport Strategy 2040, developed by Transport Committee and adopted by the Combined Authority in August 2017 includes a policy commitment to:
- (Policy 7) Work with partners to deliver the West Yorkshire Low Emission Strategy to reduce as far as possible to zero, emissions of CO₂, NO₂, particulates and noise from transport.
- 2.2 The policy recognises the slower rate of carbon reduction in the transport sector relative to other sectors and the far-reaching, damaging impacts on the environment and people's lives. The policy also recognises the damaging

impacts of air pollution, especially nitrogen dioxide and particulate matter, on people's health. West Yorkshire has some of the worst incidences of poor air quality in the UK.

- 2.3 A West Yorkshire Low Emission Strategy (WYLES) was adopted in 2016 by all of the West Yorkshire partner councils and by the Combined Authority in 2017. Managing air quality falls within the remit of local authorities. The WYLES covers all road traffic emissions but has a particular focus on air quality and commits all of the West Yorkshire partner councils to reducing local transport emissions, especially nitrogen dioxide and particulate matter. The Combined Authority is committed through the Transport Strategy 2040 to supporting the partner councils in their efforts to improve air quality.
- 2.4 In December 2018 the Leeds City Region Energy Strategy and Delivery Plan (ESDP) was adopted by the Combined Authority. The ESDP sets out how the ambition of the Strategic Economic Plan (SEP) for the City Region to become a resilient, zero carbon energy economy underpinned by high-quality green and blue infrastructure could be achieved. As part of the ESDP, forecasts of future carbon dioxide emissions were calculated for the industrial and commercial, domestic and transport sectors. While industrial and commercial, and domestic sector carbon dioxide emissions are forecast to reduce over the next 20 years transport, carbon dioxide emissions are forecast to increase by 28 percent.
- 2.5 In June 2019 the Combined Authority, in line with all the West Yorkshire partner councils and most Leeds City Region local authorities, formally declared a Climate Emergency. This declaration signals the Combined Authority and partner councils' ambition for the region to become net zero-carbon by 2038, with significant progress being made by 2030. The scale of this target is challenging and significant, with the Tyndall Centre for Climate Change estimating that a 14.5% reduction in emissions will be required year on year in order to meet this target.
- 2.6 This report provides an update on progress across a number of initiatives in respect of emissions from transport since the adoption of the above strategies and the Declaration of Climate Emergency. A full progress report on tackling the Climate Emergency within the Leeds City Region was presented to the Combined Authority on 10 October.

Zero Emissions Transport Working Group

- 2.7 The Transport Committee meeting of 15th March 2019 agreed that a joint working group with the Green Economy Panel be established to consider transport's contribution to achieving the regional carbon dioxide emission reduction ambitions. While the forecasted rise in transport sector carbon dioxide emissions forms the primary motivation for establishing this group, it was agreed that the group would also consider air quality issues due to the intrinsic link between the two.

2.8 Terms of Reference for the working group were agreed by the Transport Committee meeting of 10 May 2019, identifying the purpose of the group as:

- To support the delivery of the ESDP and its carbon dioxide emission reduction ambitions;
- To recommend the actions that will decarbonise the transport sector and improve air quality within the City Region;
- To work with / influence partners, including regional organisations and government to deliver actions that decarbonise the transport sector;
- To provide oversight of the delivery of outputs and outcomes of low-carbon / low emission transport related projects being developed by the Combined Authority;
- To align activity on decarbonising the transport sector with activity to improve air quality in the City Region.

2.9 The working group will meet on a minimum quarterly basis, but more regularly as necessary to progress key pieces of their work programme. The first meeting of the Working Group was held on 30 September 2019. The working Group reviewed the outputs of the Transport Low-Carbon Workshops held in July 2019 and agreed the brief and programme for taking forward actions, with a priority identified as commissioning specialist technical support to understand the pathway of transport interventions and the scale and timing of their delivery to deliver the zero carbon target by 2038. The group will have oversight of this work as it progresses. More details of the commission are provided in paragraph 2.15. A detailed update from the Working Group on its work will be provided to the Transport Committee meeting of 10 January 2020.

West Yorkshire Zero Emission Bus Roadmap

2.10 The West Yorkshire Bus Strategy supports the SEP priority of delivering infrastructure for growth by creating ‘a modern, integrated and innovative bus system’ and includes policy commitments to encourage new vehicle technologies which move towards near to zero vehicle emissions. As part of the work to achieve these goals, a West Yorkshire Zero Emission Bus Roadmap has been commissioned to develop a strategy for transitioning to a zero-emission bus fleet in West Yorkshire.

2.11 The Zero Emission Bus Roadmap assesses existing fleet composition, reviews technological solutions, quantifies the emissions impact of uptake scenarios, and sets out recommendations to support the transition of the bus fleet. A series of zero emission technology uptake scenarios were generated with the emissions saving potential of each scenario modelled. This was supplemented by information gathered through interview with bus operators to identify opportunities and barriers for adoption, together with an assessment of bus depots alongside local electricity grid analysis to ascertain existing network capacity.

2.12 The review of different technologies found that efficient diesel, retrofitted diesel and diesel hybrid buses were preferable as short term technology options to help meeting air quality goals. However, the report highlighted that battery

electric and hydrogen buses are the key technologies capable of achieving the long-term policy aim of zero carbon emissions.

- 2.13 To facilitate the required fleet transition to zero emission vehicles, the report sets out a series of recommendations focused on addressing cost and deployment barriers and accelerating knowledge, awareness and collaboration. Work is now progressing in collaboration with the West Yorkshire Bus Alliance to develop and deliver an action plan based on the report's recommendations, with Carbon and Air Quality a prioritised workstream, which include action to reduce on-route emissions, working with operators to shape their fleet replacement, refurbishment and deployment programmes, and developing a communications plan for air quality issues in West Yorkshire.
- 2.14 A number of schemes are already underway to improve the emissions of the bus fleet operating in West Yorkshire, which include:
- **Clean Bus Technology Fund scheme** – This scheme provides capital funding to support the retrofit of 466 older, more polluting vehicles. This will improve vehicle tailpipe emissions up to the latest Euro 6 emissions standards or better. The project seeks to reduce the amount of Nitrogen Oxides (NOx) and Carbon Dioxide produced by West Yorkshire's bus fleet, which could deliver health and environmental benefits, estimated at £70.7m over a 5 year period as a result of removing 560 tonnes of NOx per annum. To date, technology has been retrofitted to 202 buses which are in operation in West Yorkshire.
 - **Stourton 'low-energy' park and ride** - As part of the Connecting Leeds programme Bus Delivery Package, plans for a new 'low-energy' park and ride for West Yorkshire in Stourton are progressing. The service will use 100% electric double deck buses, supported by the Combined Authority and Government Ultra Low Emission Bus funding, and include solar powered infrastructure for on-site vehicle recharging.
 - **Leeds Bus Station improvement plan** – the Connecting Leeds improvement plan for Leeds Bus Station includes proposals to develop the station into a low carbon and sustainable site through installation of a solar panel system, generating electricity with the aim to make the bus station self-sufficient. Similar schemes to other bus stations will be developed.

West Yorkshire Transport Emission Reduction Pathways

- 2.15 A series of low-carbon workshops were held in July 2019, run by the Combined Authority with key stakeholders contributing from the four sectors of building, industry, power and transport to help identify and scope actions.
- 2.16 Ideas generated by the workshops form an important first step in getting traction with the interventions needed to achieve the zero-carbon ambition, but it is recognised that there is also a need to fully understand the scale and pace at which interventions should be deployed and their appropriateness to the region given its unique assets and geography.

- 2.17 The Combined Authority will need to understand how all of the sectors can work together to decarbonise as well as building a detailed picture of the contribution that each individual sector can make. To this end an Emission Reduction Pathways project has been commissioned to develop emission reduction pathways for all sectors: buildings, industry, power, transport and land-use. The outcome of this project will be a clear understanding of the interventions and emission contributions each sector can deliver and the role of the Combined Authority and stakeholders in their delivery.
- 2.18 Part of the commission will be a detailed exploration of the transport sector's role in decarbonisation, to build on the West Yorkshire Zero Emission Bus Roadmap work described in para 2.10. The commission will review the appropriateness of existing transport and emission focused strategies and investment programmes (including those identified in paragraphs 2.1 to 2.5 above) and produce a set of alternative emission reduction pathways for the transport sectors to achieve the 2038 targets. The commission will produce a set of recommendations which identifies actions, partners and funding mechanisms required for delivery, including any barriers to implementation. The Zero Emissions Transport Working Group will have oversight of this commission going forward, and the information will be presented for consideration by the Transport Committee.
- 2.19 This work is expected to interact with, and inform, the Leeds City Region Connectivity Strategy work (currently being undertaken by the Combined Authority and partner councils and previously reported to Transport Committee) to identify a future pipeline of transport interventions.

West Yorkshire Low Emission Strategy Review and Action Plan

- 2.20 The West Yorkshire Low Emission Strategy (WYLES) adopted by the partner councils and Combined Authority in 2016/17, set out a series of actions to address air quality challenges caused by transport emissions.
- 2.21 The Transport Committee meeting of 9 November 2018 was informed that the West Yorkshire partner councils had been awarded £106,000 through the DEFRA annual Air Quality Grant scheme for resourcing to deliver the recommendations of the WYLES. A WYLES Co-ordination Officer has since been appointed (in June 2019, employed through Kirklees Council to work on behalf of all of the West Yorkshire partners), tasked with undertaking a review of the WYLES, including benchmarking progress against the strategy's objectives and developing a WYLES delivery plan for future years based on the findings of the benchmarking review work.
- 2.22 The WYLES review is involving representatives from all the West Yorkshire partner councils and the Combined Authority. The review considers outputs, governance, funding streams and the physical scope of the projects, mapping the findings against Air Quality Management Areas to assess delivery performance. The delivery plan will seek to enhance and accelerate

the implementation of the WYLES identifying interventions and required resources.

- 2.23 The West Yorkshire Integrated Transport Block (ITB) programme for 2019-2022 endorsed by Transport Committee in March 2019 and agreed by the Combined Authority in April 2019 included a minimum allocation of £240,000 to supplement partner council funding in the delivery of WYLES actions.
- 2.24 A detailed report on the WYLES review and delivery plan will be made to the 10 January meeting of Transport Committee.

3. Financial Implications

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

4. Legal Implications

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

5. Staffing Implications

- 5.1 There are no staffing implications directly arising from this report.

6. External Consultees

- 6.1 No external consultations have been undertaken.

7. Recommendations

- 7.1 That the Committee notes the updates on current carbon reduction and air quality improvement activities across the region.
- 7.2 That further detailed reports on the West Yorkshire Zero Emission Bus Roadmap, West Yorkshire Transport Emission Reduction Pathways commission and West Yorkshire Low Emission Strategy Review and Delivery Plan are presented to a future meeting of the Transport Committee.

8. Background Documents

None.

9. Appendices

None.