
Report to: Transport & Infrastructure Scrutiny Committee

Date: 29 September 2023

Subject: **Bus Reform and Improvement**

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1. Purpose of this report

1.1 The purpose of this report is to update Transport & Infrastructure Scrutiny Committee on the most recent Bus Passenger Experience Update and Short-term improvements. These include updates on the delivery of the West Yorkshire Bus Service Improvement Plan (BSIP), Monitoring and Evaluation and related Key Performance Indicators as well as an update on Real Time Passenger Information. In addition, this report provides an update on Bus Reform.

2. Background

2.1 The Bus Network – which is primarily run on a commercial basis by operators and supported with services contracted by the Combined Authority on non-profitable routes – is still recovering from the impact of the Covid-19 Pandemic.

2.2 Through the pandemic and beyond, the bus network has been financially supported by central Government, first by Covid Bus Service Support Grant (CBSSG) and then the Bus Recovery Grant (BRG). These short-term funding settlements have helped protect the network to some extent, but a review conducted by the Combined Authority and operators in 2022 found that up to 11% of the network (measured by mileage) was not generating sufficient revenue to continue to operate on a commercial basis when this funding ended in 2023.

2.3 On 18 May 2023, Government announced replacement of Bus Recovery Grant through a different funding method – grants to Local Transport Authorities (LTAs), and operators, across two financial years through a mechanism called BSIP Plus.

- 2.4 Through its Bus Service Improvement Plan (BSIP), the Combined Authority -in close cooperation- with districts and bus operators has launched a comprehensive series of interventions focusing on reduced fare prices and bus service enhancements to support the Bus Network. The latter concentrate on expanding the bus core network, increasing frequency of bus services, better evening and weekend services and new routes that serve identified priorities such as employment sites.
- 2.5 In addition, through BSIP+, the Combined Authority will aim to protect and restore bus services in close consultation with bus operators and districts.
- 2.6 The following sections of this report will provide further information on the current state of play of the bus network, the experience and perceptions of bus passengers in West Yorkshire and Real Time Information accuracy, as well as provide insight into short- and long-term interventions in the Bus Network including the Combined Authority's Bus Network Improvement Plan and BSIP+ as well as Bus Reform.

Bus Passenger Experience Update

- 2.7 This section of the report contains an overview of the following:
- Bus network passenger trends
 - Bus network service changes – recent and proposed
 - Bus network performance/reliability
 - Passenger satisfaction and attitudes

Bus Network

- 2.8 Data from First and Transdev shows that weekday bus patronage at the start of this year's school summer holidays was at approximately 66% compared to the pre-pandemic baseline week (March 2020), shown in **Appendix 1**. This is similar to the overall level at the start of the 2022 school summer holidays.
- 2.9 In late July 2023, use of adult tickets was 76% of baseline (March 2020) levels compared with 71% at the same point in 2022. In contrast, use of senior passes was 67% of baseline in late July 2023, compared to 67% in 2022. Ticket machine data shows that bus use peaked at 87% overall and 84% for adult tickets in May 2023. The observed fall in bus use since then appears to be largely seasonal, noting that transport to education sites reduces through June and July.
- 2.10 Service reliability continues to be impacted by traffic congestion and reduced availability of bus drivers and engineers; however, bus operators are advising that staff shortages are easing.

Summary of Network Changes

Bus Network

- 2.11 Bus services had been sustained throughout the pandemic by a combination of Government and local government funding. In June 2023 the Government withdrew the Bus Recovery Grant (BRG) funding, which has reduced the overall amount of support for bus services in the region. This is partially offset by BSIP+ funding that is expected to come directly to the Authority over the next two financial years. BSIP+ funding is focussed on protection and reinstatement of the bus network. There is still an overall reduction in funding, meaning operators continue to review and adapt their networks in line with new passenger demands.
- 2.12 The Combined Authority have already stepped into retain several services / journeys including through the BSIP interventions and will continue to do so. Whilst the bus network has reduced over the last decade in West Yorkshire to 79% of previous levels, as a result of the collaboration that has taken place with bus operators and districts, the size of the network has not reduced by as much as the majority of other major conurbations (South Yorkshire 73%, Merseyside 70% and Greater Manchester 68%).
- 2.13 From 3 September 2023 service enhancements were introduced to the Keighley network and Aireline service (between Shipley and Leeds) as part of the enhanced bus services scheme. In Wakefield new services for the City Fields development are being planned which will create new links to Wakefield, Eastmoor and Pinderfields Hospital.
- 2.14 Bus service punctuality and reliability continues to be impacted by congestion. Operators are constantly reviewing timetables and have brought in several punctuality improvements from the start of September.
- 2.15 A full summary of all the latest bus service changes can be found at following links:
- [public-transport-changes-23-july-2023-14102.pdf \(wymetro.com\)](#) (from 23 July)
 - [public-transport-changes-2-sept-2023-14203.pdf \(wymetro.com\)](#) (from 3 September).

Passenger Network Performance

Bus Network

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

Month	Reliability	Punctuality <i>(from the first stop)</i>	Punctuality <i>(stops along the way)</i>
April 2023	96.8%	89.8%	81.3%
May 2023	97.2%	88.0%	78.3%
June 2023	97.4%	88.7%	79.8%

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

Passenger Satisfaction and Attitudes

West Yorkshire Public Perceptions of Transport Survey (March 2023)

- 2.19 The Annual West Yorkshire Public Perceptions of Transport Survey provides a long-running measure of views and attitudes towards transport and infrastructure in the region. Many of the questions have remained constant over the years, whilst some have evolved to address the priorities of the time. The latest survey uses a mixed methods approach (predominantly via telephone with a smaller sample from an online panel) of 1,800 West Yorkshire residents aged over 16 which is statistically representative of the population.
- 2.20 A number of questions in the survey form key indicators for the 2040 Transport Strategy and the State of the Region indicator suite, as well as indicators for the City Region Sustainable Transport Settlement (CRSTS) and the Bus Service Improvement Plan (BSIP) such as satisfaction with local bus services and affordability of public transport. In addition, the results also provide context to support the development of our bus strategy and the bus information strategy. The survey also contains questions relating to perceptions of safety on public transport in response to the Mayor's pledge on the safety of women and girls.
- 2.21 The key headlines from the survey include:
- **Satisfaction with the affordability of public transport has increased** (from an average score of 5.6 to 6.2 out of 10), whilst simultaneously satisfaction with the affordability of motoring has fallen.
 - **Satisfaction levels with local bus services have declined to the lowest levels since the survey began** (with an average score of 5.9 out of 10 this year).

- **The importance of local bus services remains strong**; with an average score of 7.8 out of 10. **Women, residents aged over 65, ethnic minorities, residents living in the most deprived neighbourhoods, residents in full time education and regular bus users** (defined as those who use the bus at least once a week) all reported higher score for the importance of bus than their counterparts.
- **The share of people who use the bus regularly** (at least weekly) remains lower than pre pandemic levels; concessionary pass holders reported a 12% point decline in regular bus use.
- **Confidence purchasing the best value bus ticket has increased**; 69% of people (excluding those who have a bus pass) reported being confident purchasing the best value bus ticket. This rises to 85% for regular bus users (use the bus at least weekly).
- **Satisfaction with the ease of purchasing a bus ticket increased to the highest levels since this question was introduced** (with an average score of 8.4 out of 10 in the latest survey).
- When asked about awareness of travel information sources, **bus RTI displays, operator websites, the Metro website and timetable leaflets all increased**, whilst awareness of MetroLine and Metro Messenger decreased.
- **Confidence in personal safety when travelling on public transport has fallen since last year**. There are clear gender differences in safety perceptions on public transport with females seeing a larger confidence decline than males. Confidence decreased at night more than during the day. Those aged 65+, people who use the bus infrequently and people who are disabled have low confidence in personal safety on bus in the dark.

Transport Focus Surveys (August 2023)

- 2.22 Throughout the pandemic, Transport Focus conducted nationally representative research around travel use. The latest iteration of this research surveys 2,000 people nationally representative of the population of Great Britain every other weekend, who are screened to create separate survey reports for bus and rail use. These explore the journey purpose and satisfaction of those who used buses outside London or made a rail journey excluding London Underground in the last seven days, with weightings applied to the varying base numbers to make the results nationally representative. Reports are now published monthly.
- 2.23 The latest insights from surveys published on 11 August 2023 were:
- 83% of bus passengers were satisfied with their journey overall, compared to 84% in the previous report.

- For both bus and rail, satisfaction broadly increases with age, with a dip in the 35-54 cohort for bus.
- Compared to rail passengers, bus passengers reported higher levels of satisfaction with value for money (73% for bus vs 56% for rail) and crowding (87% for bus vs 71% for rail). Rail reported higher levels of satisfaction with journey time (85% for rail vs 81% on bus), punctuality (78% for rail vs 71% for bus) and frequency of service (70% for rail vs 65% for bus).

2.24 Transport Focus published research in July 2023 to explore why older and disabled free bus pass holders appear not to be going back to bus use following the pandemic. Based on an online survey, headline findings show:

- Of the 68% of concessionary pass users who reduced bus use during the pandemic, 33% have continued using the bus less than before the pandemic or reduced it further.
- Of those using the bus less frequently during the pandemic, 69% made fewer journeys for days out or leisure trips.
- 41% of those who reduced bus use in the pandemic, and then did not increase over the last year, say that this is because they are still making few or fewer trips for leisure reasons.
- 32% and 31% respectively say their bus use has not increased in the last year due to service reduction or reliability decline.
- Among those whose bus use increased over the last year, after falling in frequency during the pandemic, 41% say this is because they are making more shopping trips. 7% say that this is due to using the £2 flat fare scheme in England (outside of London) to make journeys before 9.30am.

2.25 Transport Focus undertook research in March 2022 and again in March 2023 to understand how the pandemic, cost of living crisis, bus service changes and other contemporary factors have influenced bus use. Headline findings show:

- Despite recent improvements, overall bus patronage has been lost through the pandemic.
- Preference towards car use will be hard to overcome.
- Network and reliability improvements are clear needs.
- Capped fare schemes provide value for money and encourage use.
- Promoting bus services could encourage lapsed and non-users to return.

Department for Transport Research

2.26 DfT published an updated research report to explore how national travel patterns have changed following the pandemic. Headline findings are:

- The proportion travelling by public transport has fallen: 48% travelled by bus and 43% by train in November 2022 compared with 63% by bus and 63% by train in the pre-pandemic period.
- The proportions walking (68%) and cycling (26%) in November 2022 remained slightly below the levels reported for the pre-pandemic period (79% and 31%).
- However, the proportions who travelled by car as driver (71%) and by car as a passenger (77%) in November 2022 were similar to those in the three months before the pandemic (71% and 80%).
- A similar proportion of employed people travelled to a place of work at least once a week in November 2022 (78%) as immediately before the pandemic (January-March 2020) (82%). However, the frequency of travelling to work had fallen: 32% of employed people travelled to a place of work five days a week or more often in November 2022 compared with 47% immediately before the pandemic.
- Follow up interviews found participants had settled into new working patterns with little motivation to increase how frequently they travelled to workplaces due to increased flexibility, reduced commuting time and costs, and improved work-life balance.
- When respondents in November 2022 were asked what would encourage them to use public transport more, financial incentives were most commonly mentioned, with more frequent and punctual services.
- In response to the cost-of-living crisis, people's most reported way of saving money on transport was walking more: this was reported by 57% of people. Additionally, just under half (46%) said they had reduced the number of journeys they were making.

2.27 DfT commissioned research to explore what factors would increase bus usage at a national level through strategies and policies designed to drive behaviour change. Headline findings are:

- Bus usage is low due to car dominance.
- Buses underperform on key metrics including reliability and punctuality.
- Buses appeal most to existing users with particular demographic characteristics in age, ethnicity and location.

Short term improvements - BSIP funding and delivery

West Yorkshire Bus Service Improvement Plan

2.28 The West Yorkshire BSIP of October 2022 set out a plan of interventions across five key delivery areas, which work towards:

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

for the complexity of modern travel patterns and different passengers' needs.

- Clear and simple fares – to make paying for bus travel more affordable, easier, convenient, and flexible.
- Improved, more inclusive customer service and support – so passengers have the tools to travel with confidence and help they need if their journey does not go to plan.
- Priority for buses on our road – so journeys by bus are quicker, with less time spent stuck in traffic, and are a viable alternative to the private car.
- More green and better vehicles – to improve the onboard experience and make bus the sustainable choice for travel in West Yorkshire

BSIP Funding award and BSIP Plus

- 2.29 In April 2022 the Combined Authority was advised that it had successfully been awarded an indicative settlement of £69,974,070 revenue funding in three tranches over three financial years (2022/23, 2023/24, 2024/25) to support delivery.
- 2.30 Over the course of the BSIP Programme, the Combined Authority will invest approximately £29.55m in bus service support as well as £34.97m in fares support. Other schemes include passenger safety, Demand Responsive Transport and internal capacity.
- 2.31 However, DfT funding was not received until September 2022. This has led to the delay in the delivery of some BSIP schemes, including the Bus Network Plan and Enhanced Bus Services which are also bound by bus service change timeframes. As a result, the Combined Authority has submitted a Project Adjustment Request to extend the programme by one financial year to March 2026.
- 2.32 In addition, DfT have confirmed approximately £7.75m of BSIP+ funding which is to be spent on the protection and reinstatement of bus services. The Combined Authority compiled a list of services in close consultation with districts and bus operators, which was submitted to DfT for approval on 30 August 2023.

BSIP scheme updates

Scheme	Value	Key comments
Mayor's Fares	£33,974,070	<p>The Mayor's Fares scheme was launched on 4 September 2022 to coincide with the return to school. The scheme encompasses fare caps of a maximum of £2 for a single ticket, £4 for a return and £4.50 for a day saver, which is a unique offer of the Combined Authority.</p> <ul style="list-style-type: none"> - The data collected by the Combined Authority monitors general developments in the bus network, such as passenger numbers. It thus does not explicitly capture the impact of individual interventions like the Mayor's Fares. In this context, direct engagement with bus users and non-users is required. - Dedicated passenger surveys will determine impact of the Mayor's Fares on cost of living and to what extent bus users and non-users have been incentivised by the Mayor's Fares to use the bus more.
New and Enhanced Bus Services	£18,500,000	<ul style="list-style-type: none"> - This scheme seeks to improve the existing bus system, by looking to expand the core network by delivering more frequent services on more routes and across service hours and making the supporting networks with less frequent services more regular and consistent. This includes better evening and weekend services and new routes that serve identified priorities such as employment sites. - Commencing in early 2024, the scheme will be rolled out in three Tranches on the basis of three-year contracts with bus operators. The Combined Authority remains in close consultation with bus operators and districts which include dedicated outputs in line with the BSIP Key Performance Indicators, such as increased bus patronage and improved passenger satisfaction.

Superbus	£10,600,000	<ul style="list-style-type: none"> - Interventions on a total of four specific schemes which implement higher frequency services on networks alongside bus priority measures over a contracted period of three years. Bus operators will fund these services for an additional two years leading to a five-year delivery period. - Two schemes have already started as of September 2023 in the Keighley area and on the Shipley to Leeds Aireline bus route. The Keighley scheme includes a £1 flat fare pilot. Another service on the Huddersfield to Halifax corridor will be rolled-out in due course. - The Combined Authority remains in close consultation with bus operators and districts which include dedicated outputs in line with the BSIP Key Performance Indicators, such as increased bus patronage and improved passenger satisfaction.
Enhanced Safer Travel Partnership	£1,000,000	<ul style="list-style-type: none"> - From October 2023, full-time PCSOs will commence patrolling bus stations and bus services, deploy knife arches and will also visit schools to raise awareness of safety. - The scheme has also financed additional patrols to tackle ASB were carried out by WY Police in all Combined Authority districts over July and August, including Ossett Bus Station.
Travel Plan Network	£500,000	<ul style="list-style-type: none"> - After prioritising engagement of SMEs, the Travel Plan Network is now focusing on the engagement of bigger businesses in West Yorkshire who may be moving to hybrid working and providing them with information on relevant products.
Mobility Hubs	£250,000	<ul style="list-style-type: none"> - This funding has been earmarked to fund maintenance of mobility hubs across the West Yorkshire districts. Their objective is to encourage more people to make first/last mile and shorter journeys by more sustainable modes. The scheme is currently still in development.

Demand Responsive Transport	£1,000,000	<ul style="list-style-type: none"> - Options to address gaps in the network are currently being assessed and to what extent DRT can offer suitable solutions to tackle related issues. Work on the Strategic Assessment is ongoing.
Mobility Credits	£500,000	<ul style="list-style-type: none"> - Enhancement to the existing MCard app to enable organisations to issue free tickets direct to people's phones (e.g. charities for vulnerable people, colleges for students, employers for staff etc.)
Bus, urban traffic management and passenger information interface	£450,000	<ul style="list-style-type: none"> - Improvements to coordination and linkages between bus, urban traffic and passenger information
Internal Capacity	£2,200,000	<ul style="list-style-type: none"> - This funding line covers the recruitment or regrading of 16 posts as well as to commission external resource to support the BSIP programme implementation in the areas of: <ul style="list-style-type: none"> ○ Communications ○ Fares & ticketing ○ Bus network delivery, development & procurement ○ Bus priority and safety - As of September 2023, recruitment is almost completed.

BSIP Monitoring and Evaluation

- 2.33 A BSIP M&E strategy is currently being developed based on the BSIP logic model, including enhanced ticketing offers, passenger satisfaction, patronage numbers and bus service reliability.

Key Performance Indicators

- 2.34 Bus operators are in the process of adapting their reporting mechanisms and technology to accommodate for the BSIP KPI needs. Further updates will be provided when available. An overview of the BSIP KPIs is provided below:

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

Real Time Passenger Information accuracy

- 2.35 The Combined Authority recognises the current shortcomings in the accuracy of real time information and is working with bus operators to minimise the problems experienced by customers. Inaccuracies are largely due to the information entered, or not entered, into the system. In this context, a ghost bus refers to a bus journey that either (a) is running but disappears from a Real Time Passenger Information (RTPI) system before it arrives, or (b) is not running but is nevertheless reported as running by RTPI.
- 2.36 The result in Scenario (a) is that passengers will not be aware that a bus is running and therefore may leave the stop to find alternative travel arrangements.
- 2.37 The result in Scenario (b) is that passengers could be waiting for a bus at a stop that appears to be coming, but in fact does not arrive.
- 2.38 The issue most often occurs where bus journeys are not formally cancelled when they should be. Improved procedures and resourcing arrangements are currently being reviewed on the operator side to ensure that cancellations are consistently and promptly reported via the back-office system, regardless of the time of day or night, when the cancellation is first identified.
- 2.39 In some cases, the issue is caused by data errors or faults from the on-board ticket machines. The updating of fleet lists for each operator depot would resolve this in some but not all cases. The related issue of late-running buses could be partially addressed by timetables being updated to reflect current realistic travel times.
- 2.40 Ghost buses have been an issue in West Yorkshire since the roll-out of RTPI in the early 2000s. There is currently a lack of clarity on the scale of the problem, which is under investigation. However, the scale will have increased over the last few years due to the industry-wide issue of bus driver shortages, as well as higher driver sickness levels during Covid. This did result in a higher level of bus journey cancellations compared to pre-Covid, and in turn a higher number of ghost buses.
- 2.41 For example, if a bus is withdrawn from service, the system will report it as still running unless the bus company promptly uses the facility in the system to cancel a journey.
- 2.42 The Combined Authority has convened a working group with bus company technical officers which had two meetings in early 2023 to address the issues, conduct the necessary research, identify solutions and track progress towards agreed actions. This includes ensuring that bus cancellation and punctuality information is input into the system quickly, to ensure that customers are kept up to date with real time information. Subsequent work has taken place outside of meetings. Related future outputs will include a performance dashboard to monitor overall performance and the procurement of independent data analysis to provide additional perspectives on the issue.

DfT quarterly reporting

- 2.43 The Combined Authority is required to provide quarterly reports to the Department for Transport, including an annual update on BSIP finance. As part of the latest report of July 2023, the Combined Authority contributed to a DfT capacity and capability mapping exercise, which will support the development of the Bus Centre of Excellence.

Bus Reform Update

- 2.44 A Notice of Intent to conduct an assessment of a Franchising scheme was issued by the Combined Authority in June 2021 in accordance with 123C of the Transport Services Act 2000, as amended by the Bus Services Act 2017 (the 'Act'), which sets out the statutory process authorities must follow. Furthermore, an internal Bus Reform programme was established to manage this process following indicative approval of an £7m budget by the Finance, Resources and Corporate Committee in [January 2022](#). The programme has since been completing an assessment in line with 123B of the Act.
- 2.45 In May 2023, following a [report](#) and the provision of a draft version of the Assessment, the Combined Authority indicatively approved the Assessment for audit and delegated finalisation of the Assessment to the Chief Executive. Since indicative approval of the Assessment in May, updates have been made, arising directly from ongoing discussions with local bus operators about what could be achieved under EP+ and clarifications provided by the Auditor on review of the draft assessment.
- 2.46 As the next step in the process, a report to the Combined Authority on 28 September (included as a link under "Background Documents") will ask for the Combined Authority to note the findings of the audit and to consider and decide whether to proceed with the proposed bus franchising scheme, by taking the following next steps in the statutory process by:
- giving notice of the proposed bus franchising scheme, and to make copies of the proposed bus franchising scheme, consultation document, Bus Reform Assessment and Audit Report available for inspection.
 - consulting with all statutory consultees as listed under section 123E(4) of the Transport Act 2000, as well as the general public.

3. Tackling the Climate Emergency Implications

- 3.1 The Bus Service Improvement Plan aims to support decarbonisation of the region's transport network and combat the climate emergency by encouraging more people to travel sustainably on public transport.

4. Inclusive Growth Implications

- 4.1 A key aim of the West Yorkshire Bus Service Improvement Plan is to create a more inclusive, accessible bus service and to better connect communities.

This includes the capping of fare prices and improvements of the bus network with a focus on areas of high deprivation, in order to support the region's inclusive growth ambitions.

5. Equality and Diversity Implications

- 5.1 Supporting Equality and Diversity through ensuring the bus service is attractive, inclusive and accessible for all is a key aim of the West Yorkshire Bus Service Improvement Plan.

6. Financial Implications

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

7. Legal Implications

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

8. Staffing Implications

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

9. External Consultees

- 9.1 No external consultations have been undertaken.

10. Recommendations

- 10.1 That the Transport & Infrastructure Scrutiny Committee notes the report and provides any comments and feedback.

11. Background Documents

[Report: Item 5 \(App 2\), Bus Franchising Assessment Business Case Summary \(Finance, Resources and Corporate Committee, 6 January 2022\)](#)

[Report: Item 5, Bus Reform \(Combined Authority, 25 May 2023\)](#)

[Report: Item 5, Bus Reform \(Combined Authority, 28 September 2023 – to be published on 20 Sept\)](#)

12. Appendices

Appendix 1 – Insights on transport network use