

West Midlands Enhanced Partnership Scheme for Buses

Variation 002: BSIP Funding



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

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

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

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

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

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

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

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

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

Definitions used in the document

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

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

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

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

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

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

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

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

Bus Stop – means a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit buses operating registered local bus services to wait within the clearway for as long as maybe necessary up to a maximum period of 2 minutes or alternative time as specified within the slot booking agreement.

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

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

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

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

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

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

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

Measures – means the improvements with the aim of:

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

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

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

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

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

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

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

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

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

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

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

Strategic Vision for Bus – approved in November 2018 by the WMCA to provide a clear view of what the region requires from its bus network. The Vision supports the region’s Strategic Economic Plan and supporting West Midlands Strategic Transport Plan “Movement for Growth” in defining a longer-term strategy for bus in the West Midlands.

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

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

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

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

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

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

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

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

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

1. Introduction

- 1.1. This document fulfils the statutory requirements set out by the Bus Services Act 2017 for an Enhanced Partnership (EP) Scheme. In accordance with statutory requirements in section 138 of the Transport Act 2000, this EP Scheme document sets out:
- Area covered (Section 2)
 - Commencement date (Section 2)
 - Details for reviewing the operation of the EP Scheme (Sections 2 & 3)
 - Summary of obligations and requirements (Section 4)
 - Obligations made by the authorities (Sections 5 to 7)
 - Requirements imposed on local qualifying bus services (Section 8)
- 1.2. The EP Scheme can only be put in place if an associated Enhanced Partnership (EP) Plan has been made. Therefore, this document should be considered alongside the current West Midlands EP Plan.
- 1.3. The EP Scheme has been jointly developed by Transport for West Midlands (TfWM), local highway authorities and bus operators that provide qualifying local bus services in the EP Scheme area. It aims to support improvements to bus services across the West Midlands. It sets out obligations and requirements on the local transport authority, local highway authorities and bus operators to achieve the intended improvements, with the aim of passengers benefitting from attractive and convenient bus services.
- 1.4. The EP Scheme facilitates the achievement of the ambitions of the West Midlands Bus Service Improvement Plan (BSIP)¹ and the following 9 objectives set out in the *'Strategic Vision for Bus'*²:
1. UK-leading low emission bus fleet with zero emission corridors serving the most affected areas of air quality.
 2. Fully integrated bus network, including demand responsive and rapid transit services supporting interchange with rail, coach and Metro to form one network.
 3. Simple, convenient and easy to use payment options, with fare capping, providing a network which is value for money and affordable for customers.
 4. Fewer private car journeys by making bus the mode of choice and creating better access to jobs and long-term change.
 5. Creating a safe, secure and accessible mode for all and tackling long-held barriers and perceptions.
 6. Accountable network performance management, tackling issues causing congestion and reliability problems.
 7. World-leading customer information, utilising 5G and all available technologies and platforms.
 8. All young people under 25 years supported by discounted travel, as well as addressing barriers for excluded groups.

¹ [wmca-bsip-05-november-2021.pdf \(tfwm.org.uk\)](#)

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

- 9.** Evolve a network to support a 24/7 thriving economy, connecting people to new and developing destinations and attractions.

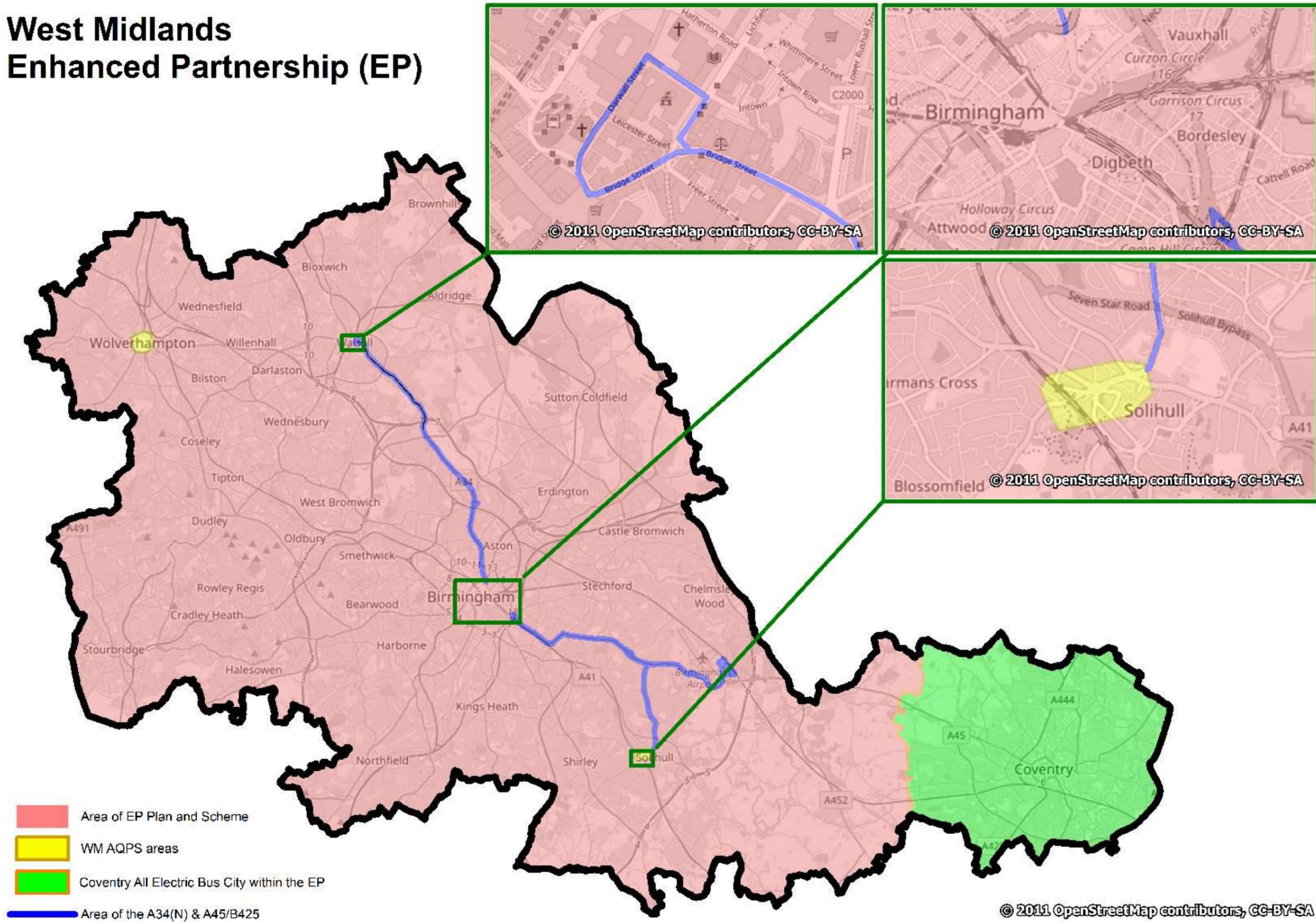
2. Scope of the EP Scheme

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

³ As defined in the West Midlands Combined Authority Constitution

Figure 1 Map of the EP Plan and EP Scheme

West Midlands Enhanced Partnership (EP)



3. EP Scheme Management

Governance

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

Partners

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

Stakeholders

- 3.1.10 Bus Users UK
 - 3.1.11 Confederation of Passenger Transport (CPT)
 - 3.1.12 Transport Focus
 - 3.1.13 Neighbouring authorities (non-voting)
- 3.2. The Group is responsible for considering future variations, in accordance with the processes detailed in paragraphs 3.3 to 3.154.

Variations to the EP Scheme

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

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

Review of the EP Scheme

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

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

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

Revocation of the EP Scheme

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

4. EP Scheme obligations and requirements

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

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

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

5. Obligations made by TfWM

TfWM Facilities

Bus stations

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

Bus stop provision

- 5.4. TfWM is responsible for c. 12,200 bus stops across the West Midlands. It will continue to provide and maintain these, including detailing service numbers on bus stop flags and the provision of bespoke timetable information displays. The costs of providing information in display cases is recharged to operators according to the West Midlands Combined Authority Roadside Information Recharging Scheme agreed separately.
- 5.5. No temporary notices of any description are to be fixed to any bus stop or information pole, without the prior approval of the West Midlands Combined Authority.

Real time information displays

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

Bus stop infrastructure maintenance

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

Customer assistance

- 5.9. TfWM provides and operates a customer contact centre, providing help and support to customers in using the public transport network via a range of media (phone; email; social media; live chat).

- 5.10. TfWM will continue to offer the customer contact centre throughout the daytime on Monday – Friday, except public holidays, and on Saturday morning.

A34(N) and A45/B425 corridors

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

- 5.11.1. Bus lanes
- 5.11.2. Bus gates
- 5.11.3. Pedestrian crossing upgrades
- 5.11.4. Traffic signal upgrades
- 5.11.5. Appropriate road markings and signs

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

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

- 5.13.1. Real time information displays
- 5.13.2. Lighting
- 5.13.3. CCTV for security
- 5.13.4. Bench seating

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

TfWM Measures

Network performance and control

5.15. TfWM will continue to provide and maintain the Regional Transport Coordination Centre (RTCC) as a hub for effective management of the highway and bus network and to provide up-to-date information for users. It provides the ability to:

- Better manage and mitigate congestion on the road network.
- Highlight likely issues on the integrated network and take a multi modal approach to mitigate them.
- Manage, coordinate and mitigate planned works and events.
- Have a single point for information on travel disruption across all modes.

5.16. Coordinated network management will be achieved by bringing together operators and local highway authorities to ensure headways are managed and network resilience is maintained across the network and between operators. It is intended to implement and coordinate technologies and people into a single system to work alongside the already established Regional Transport Coordination Centre to achieve this. TfWM will work with operators to scope out this work. The scoping study will consider:

- Current network management models and structure across operators and RTCC
- Current effectiveness and opportunities for improvement
- Option development, best practice and technology
- Preferred option
- Business Case
- Programme and implementation timescales

5.17. TfWM plans to take on the local bus registration function in 2022/23, to act as the registration authority for bus services wholly within the EP Scheme area.

Promoting and prioritising bus travel

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

5.19. TfWM will actively communicate with residents and businesses the improvements being made throughout the full project cycle. This will include:

- Meaningful and accessible consultation where applicable
- Stakeholder engagement with partners and key public and private businesses

- Community and business engagement on service changes or new or improved infrastructure construction throughout the project lifecycle.
- Promotions aimed at removing barriers, changing perceptions and building reputation across the bus network with new and existing commercial users and concessionary pass holders.
- Promotions and incentives to encourage modal shift and long-term behaviour change in partnership with businesses and all bus operators and rail, metro and cycling partners. targeting car driving commuters and those making short trips.

5.20. To ensure implementation is targeted and produces the best return on investment, key groups will be targeted using the ADEPT Live Lab / DfT funded Granular Persona Framework. This is a comprehensive study of the customer base, which can be used both to target communication and evaluate success by monitoring changes in a group's consumer behaviour.

Monitoring of bus journey times

5.21. TfWM will monitor bus journey times in the EP Scheme area by collecting and analysing Automatic Vehicle Location (AVL) data and reporting these on a quarterly basis. The following measures will be made and compared with a first quarter baseline (after the EP Scheme is made) for each service that operates more than two journeys per day between defined stop points:

1. RJT or Real Journey Time (95th percentile journey time)
2. TJT or Timetabled Journey Time
3. CT or Contingency Time passengers must allow = $RJT - TJT$
4. Performance against TJT of TJT with CT added = $\% (TJT / (TJT + CT))$
= $\% (TJT / RJT)$

5.22. Measurements will be made on stop pairs (defined by TfWM) during the morning and afternoon peak periods (07:00-10:00 and 15:30-18:30) within the EP Scheme Area linking:

1. A local centre with its nearest district centre
2. A local centre with its nearest strategic centre
3. A district centre with its nearest strategic centre
4. Two strategic centres

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

Integration with other sustainable travel modes

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

Slot Booking System

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

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

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

Midlands Bus Alliance within a 28-day period.

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

Timetable changes

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

Provision of tendered services

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

TfWM's Bus Investment

- 5.36. TfWM's approved budget for 2022/23 to support the region's bus passengers is approximately £82 million and includes:
- 5.36.1. £13.42m (after BSOG) for supported bus services
 - 5.36.2. £6.6m for Ring & Ride operation and contact centre
 - 5.36.3. £1.14m for the existing West Midlands on-demand (DRT) service in Coventry (full budget)
 - 5.36.4. £46.914m for the English National Concessionary Travel Scheme and £6.401 for the child travel reimbursement. TfWM will continue to work with operators to ensure that concessionary travel is promoted and available to all eligible residents. TfWM will continue to ensure that digital interfaces (i.e. web information and application portals) are available and remain fit for purpose, whilst ensuring offline access is also available supported by TfWM's Customer Services team. Promotions will continue with dedicated marketing and information campaigns available at key transport centres, hubs and infrastructure alongside stakeholder and partner touchpoints.

- 5.36.5. £7.05m for TfWM staff resources looking after bus related activities, information and marketing.

Reinvestment of operational expenditure savings

- 5.37. The provision of new public investment to improve bus services (i.e. bus priority facilities) could lead to operational expenditure savings for operators, which would be expected to be reinvested in the local bus network.
- 5.38. TfWM will work with local bus operators to agree a process through which, using an open book approach, operational expenditure (opex) savings, resulting from new public investment, can be identified and agreed for reinvestment in the EP Scheme area on a case-by-case basis.
- 5.39. Any operator savings generated will be calculated by TfWM in discussion with operators during the development of the Outline Business Case of each bus priority scheme. An agreement will then be reached with the affected operators as to how the savings will be reinvested into services. Once the detailed methodology has been established, this will be set out in future EP Scheme variations for on-going use during 2023/24.
- 5.40. Any change to the EP scheme to capture any reinvestment would see the EP Scheme automatically varied, without the need to follow the variation process.
- 5.41. TfWM will also seek operator reinvestment of not just opex savings, but any cost and revenue growth benefits accruing to bus operators from new public investment to improve bus services, to be reinvested in the EP scheme area, on a case-by-case basis, and to be captured in the EP Scheme. The same process as the opex savings reinvestment would apply.

Demand Responsive Transport (DRT)

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

Improving bus emission standards

- 5.44. Through the CRSTS programme, £3 million will be available to upgrade vehicles that operate on qualifying local bus services in the EP Scheme area to

improve emission standards. TfWM will develop and introduce a process for operators to apply and receive funding in 2022/23 to upgrade vehicles to at least Euro VI emission standards using Clean Vehicle Retrofit Accreditation Scheme (CRVAS) or emerging Zero Emission Vehicle Retrofit Accreditation Scheme (ZEVAS) technology.

Parking policy and management

- 5.45. The WM LTP5 Core Strategy acknowledges the role of parking management and charges as a key policy lever to help encourage modal change to bus.
- 5.46. TfWM will work with local authorities to identify and ensure that appropriate local parking planning policies are in place aligned to the development and implementation.
- 5.47. TfWM will work with local authorities to explore opportunities to better use parking and land use policies to support viable bus services and provide the conditions that encourage greater bus use.

Ticketing simplification

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

TfWM Measures (Bus Service Improvement Plan)

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

Table 1 West Midlands BSIP Funding (indicative)

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

Bus priority development programme

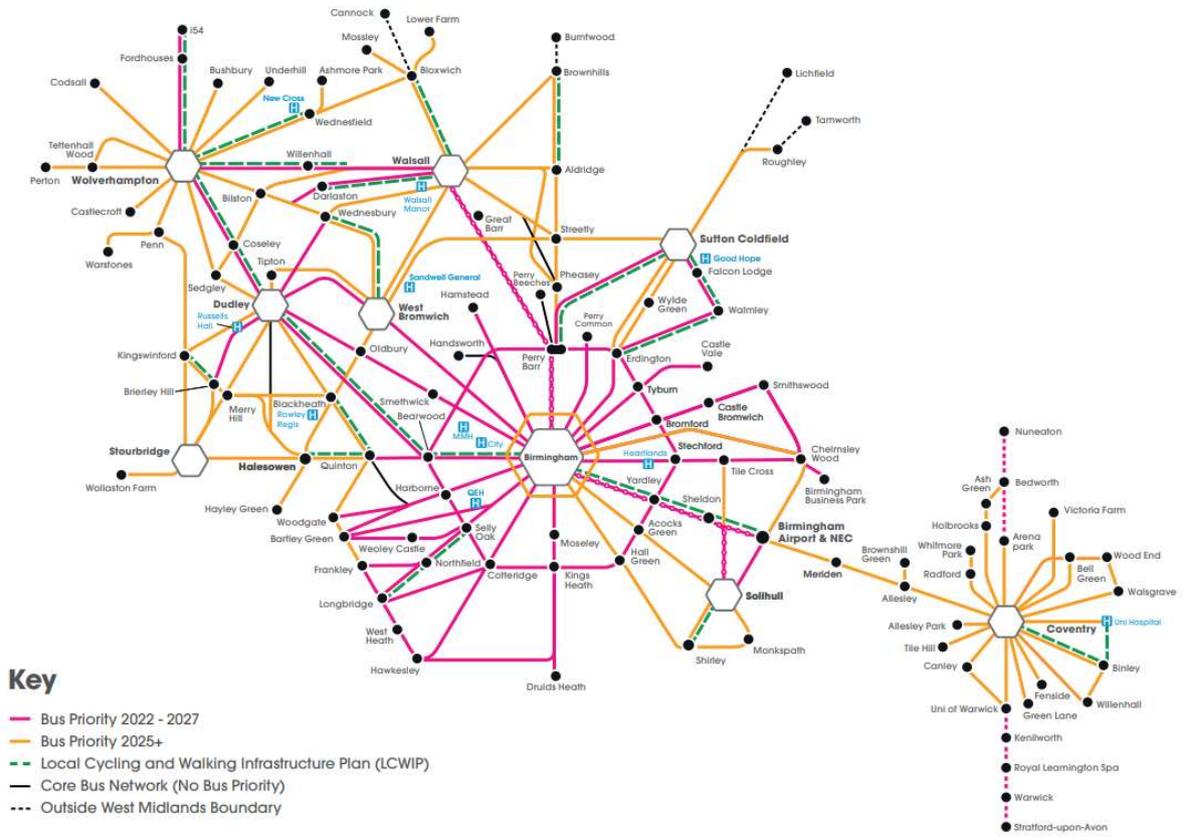
5.51. Given the current implementation of many schemes, it is important to develop a pipeline of potential future bus priority interventions, ready for implementation should future funding opportunities arise.

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

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

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

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



Passenger led recovery Programme

- 5.54. TfWM will lead a significant programme of actions and incentives to help the recovery of the bus network post-pandemic. The passenger-led recovery actions fall into two categories:
- 5.54.1. Incentives to get people out of their cars and to try the bus. These will involve free trials for people who currently use a car and identified as those most likely to be encouraged to change.
 - 5.54.2. Incentives to specific groups who suffer exclusion because they are unable to access transport. This will provide assistance for a set period to improve life chances (such as training opportunities or a job) and then encourage continued bus use at usual fares.
- 5.55. By encouraging travel behaviour change and opening up access, the aim is that the incentives can be self-supporting through increased bus use and help to maintain a strong bus network for all.
- 5.56. The incentive programme will be accompanied by extensive and targeted information campaigns.
- 5.57. Modal shift incentives will include free trials and discounted offers for:
- 5.57.1. Individuals who drive to their place of employment.
 - 5.57.2. Individuals who drive to railway stations and tram park and ride sites or use Swift Parking.
 - 5.57.3. Individuals whose travel habits may have been disrupted and are intending to drive, such as those moving into new houses or starting new jobs or training.
 - 5.57.4. Individuals who use their car to make regular trips outside of travel to employment, such as for health appointments or to visit leisure facilities.
 - 5.57.5. Lapsed passengers who no longer use the bus to encourage them back to travel
 - 5.57.6. Individuals who only travel by bus occasionally to encourage more regular use.
 - 5.57.7. Companion offers to support ENCTS passengers back to using the bus,
 - 5.57.8. Individuals who claim travel expense for business travel by car.
 - 5.57.9. Family travel offers

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

- **Jobs & Skills - examples**

5.58.1. Jobseekers

5.58.2. Those re-training with new skills

5.58.3. Those starting apprentices

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

- **Health & Wellbeing – examples**

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

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

5.58.7. Individuals in isolated social situations.

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

5.58.8. Care leavers

5.58.9. Young carers

- **Criminal Justice System - examples**

5.58.10. Young people leaving the criminal justice system

5.58.11. People in the probation system

- **Other excluded groups – examples**

5.58.12. Refugees

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

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

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

5.59.1. Initial scoping and stakeholder engagement (complete).

5.59.2. Definition of each incentive (complete).

5.59.3. Detailed definition of programme delivery (complete).

- 5.59.4. Recruitment and initiation of administration and delivery function.
 - 5.59.5. Development of information campaigns prior to launch of each incentive.
 - 5.59.6. Initial incentive packages introduced in 2023/24, once BSIP funding received.
 - 5.59.7. Incentives offered for varying fixed periods (depending on target cohort and specific incentive objective) up until March 2025.
- 5.60. Further details on the development of the Passenger Led Recovery Programme are included in in Annex B.
- 5.61. Continuous monitoring and evaluation of the incentive offers, take up and the target groups will be undertaken to ensure the programme objectives are achieved. Where incentives are not achieving desired outcomes, the incentive offer will be reviewed, or funding reallocated to other cohorts of people, where offers and usage are performing strongly, or to new cohorts of people.

Bus network development

- 5.62. TfWM is managing and leading a collaborative review of the bus network to identify core routes and agree consistent levels of performance and quality of service, in order to establish a viable long-term network during autumn 2022. This will be carried out in line with the timescales agreed by the West Midlands Bus Alliance Bus Operators' Panel and consists of the following:
- 5.62.1. Undertake review and agree network (including expected quality of service and levels of performance), ready for consultation.
 - 5.62.2. Consultation and engagement
 - 5.62.3. Final network mapping, service planning and registration preparation
 - 5.62.4. Service registrations submitted to Traffic Commissioner
 - 5.62.5. Network marketing and promotion through December 2022
 - 5.62.6. Revised services and viable network introduced 1 January 2023
- 5.63. Following confirmation of commercial bus registrations for service changes from 1 January 2023, TfWM will confirm enhanced bus service provision and associated costs funded through the BSIP funding. Many of the BSIP deliverables are designed to increase fare-paying passengers and therefore support the development and growth and sustainability of the network. The network review process therefore aims to establish a network that will be sustainable and viable in the long-term.
- 5.64. TfWM is undertaking the network review with local bus operators to determine what their commercially sustainable networks would be without the

transformation funding. This will give a clear baseline from which we will transform the network to deliver the aspirations of the BSIP. This approach will provide clear demonstration of what has been delivered by the BSIP funding. The process will include wider engagement with passengers, elected members, user groups, Highway and Neighbouring Local Authorities, businesses, schools and colleges.

- 5.65. As part of the network transformation process, TfWM will model the resulting preferred networks to determine their longer-term sustainability beyond the period of guaranteed funding. This process will consider the wider BSIP deliverables which are designed to increase fare-paying passengers in the longer term and therefore support the development and growth and sustainability of the network.

Lower fares

- 5.66. TfWM will work with Operators to freeze the prices of the nBus ticket products at the levels as of 1 April 2022 (which are below pre-pandemic levels) until at least 31 March 2025. The maximum funding available from TfWM to support this fares freeze and other lower fares initiatives is that funding provided by DfT for the purpose of Lower Fares as indicatively shown in Table 1. TfWM will confirm with each operator the mechanism to reimburse them for freezing / lowering their fares, prior to the release of any Lower Fares funding.

Safety and security

- 5.67. Transport Safety Officers (TSOs) are deployed across the public transport network to provide reassurance to customers and to respond to incidents and concerns, using Byelaw powers and Civil Remedies (convictions and verbal warnings) to resolve issues.
- 5.68. TfWM will maintain its current team of 3 TSOs through its own financial resources. TfWM will also recruit and deploy 9 additional TSOs in 2022/23 for a minimum period of 3 years, with a specific focus on the bus network. This will significantly increase the visible presence on the transport network to improve safety and the perception of safety.
- 5.69. During the employment of the additional TSOs, a business case will be developed for their continued employment through TfWM's own budgets following the exhaustion of BSIP funding.

West Midlands Bus Customer Charter

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

- 5.71. TfWM will continue to develop the customer charter in partnership with operators, launching it by March 2023. An associated monitoring regime will also be agreed, which will inform an annual review and update of the charter in April each year.
- 5.72. TfWM will communicate the launch of the Charter through a range of channels, including press, use of digital tools and posters displayed on buses, as well as stops and bus stations. It will be further promoted through public-facing events. The Charter will be available in alternative formats on request.
- 5.73. TfWM will publish 6-monthly progress reports against the measurements within the Charter, using a range of media. The Charter will be reviewed and updated annually to drive continuous improvement.

Staff capacity and capability

- 5.74. The BSIP sets out an ambitious programme to further improve and promote the West Midlands bus network. This is backed by the significant commitments made in this EP Scheme. Delivery of the ambitions will depend on TfWM having a knowledgeable and well-equipped team. Therefore, TfWM will strengthen its internal team capacity and capability, employing up to 5 additional full time equivalent members of staff as follows:
 - 5.74.1. **Bus Development Manager** - this post will help to reshape the network to meet changing requirements, as a result of changing travel patterns. The role will engage with the 7 Districts and ensure that new services and requirements are introduced seamlessly and effectively. With support from the Strategic Bus Network Planner, the role will ensure that the delivery of the commercial and tendered network is effective and is complemented by the Ring & Ride / DRT service.
 - 5.74.2. **Strategic Bus Network Planner** - this post will focus on the development and evolution of a bus network which meet the aims and objectives of the National Bus Strategy, providing support to the Bus Services Team and local operators to ensure the network meets the requirements of passengers. The postholder will also support the Bus Development Manager to integrate the new bus registration powers into the WMCA.

- 5.74.3. **Bus Network and Performance Support Officer** - the EP Scheme variations will bring additional responsibility to monitor, report & manage the performance of the bus network and operational requirements. This post will support this additional work and ensure that operators adhere to the operational requirements of the EP, including slot bookings for on-street infrastructure and monitoring adherence to the emission standards for buses.
- 5.74.4. **Bus Transformation Manager** - this role is accountable for the development and implementation of initiatives to transform the delivery of bus services in line with policies and strategies in the BSIP. The postholder will focus on scheme development and day-to-day partnership management and delivery, ensuring resource is committed to developing transformational pipeline schemes in line with the BSIP.
- 5.74.5. **Bus Registrations Co-ordinator** - this post has been included as a result of the transfer of bus registration powers into the WMCA from the Traffic Commissioner. The post will provide administrative support to the organisation.
- 5.75. The posts may still be required after the BSIP funding has finished. If so, TfWM will maintain the posts within its own revenue resources.

6. Obligations made jointly by TfWM and local highway authorities

Facilities

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

Table 2: Bus Priority Schemes (CRSTS)

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

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

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

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

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

Table 3: Bus Priority Schemes (Other Funding)

Lead Promotor	Corridor details	Main bus services	Indicative timescales and target operational date	Consultation commitments	Engagement with operators	Scheme objectives
TfWM	Cross city bus priority: Birmingham City Centre	All Birmingham city centre services	Operational March 2024	Public consultation undertaken and Traffic Regulation Orders advertised	Operators engaged throughout via project governance	<p>Improve bus journey time</p> <p>Improve bus reliability</p> <p>Reduce delays to bus</p> <p>Improve bus passenger satisfaction</p>
TfWM	Cross city bus priority: Dudley – Druids Heath	50, 82, 87	Operational December 2024	Public consultation planned, and follows wider stakeholder and local member engagement	Operators engaged throughout via project governance	<p>Improve bus journey time</p> <p>Improve bus reliability</p> <p>Reduce delays to bus</p> <p>Improve bus passenger satisfaction</p>
TfWM	Alcester Road	50	Operational December 2024	Public consultation undertaken and Traffic Regulation Orders advertised	Operators engaged throughout via project governance	<p>Improve bus journey time</p> <p>Improve bus reliability</p> <p>Reduce delays to bus</p> <p>Improve bus passenger satisfaction</p>
Birmingham	A457 Dudley Road improvements	82, 87	Business Case approved by BCC. Operational 2025	Public consultation	Operators engaged and consulted throughout the scheme development	<p>Improving public transport journey time reliability</p> <p>Providing safer infrastructure for bus users</p>

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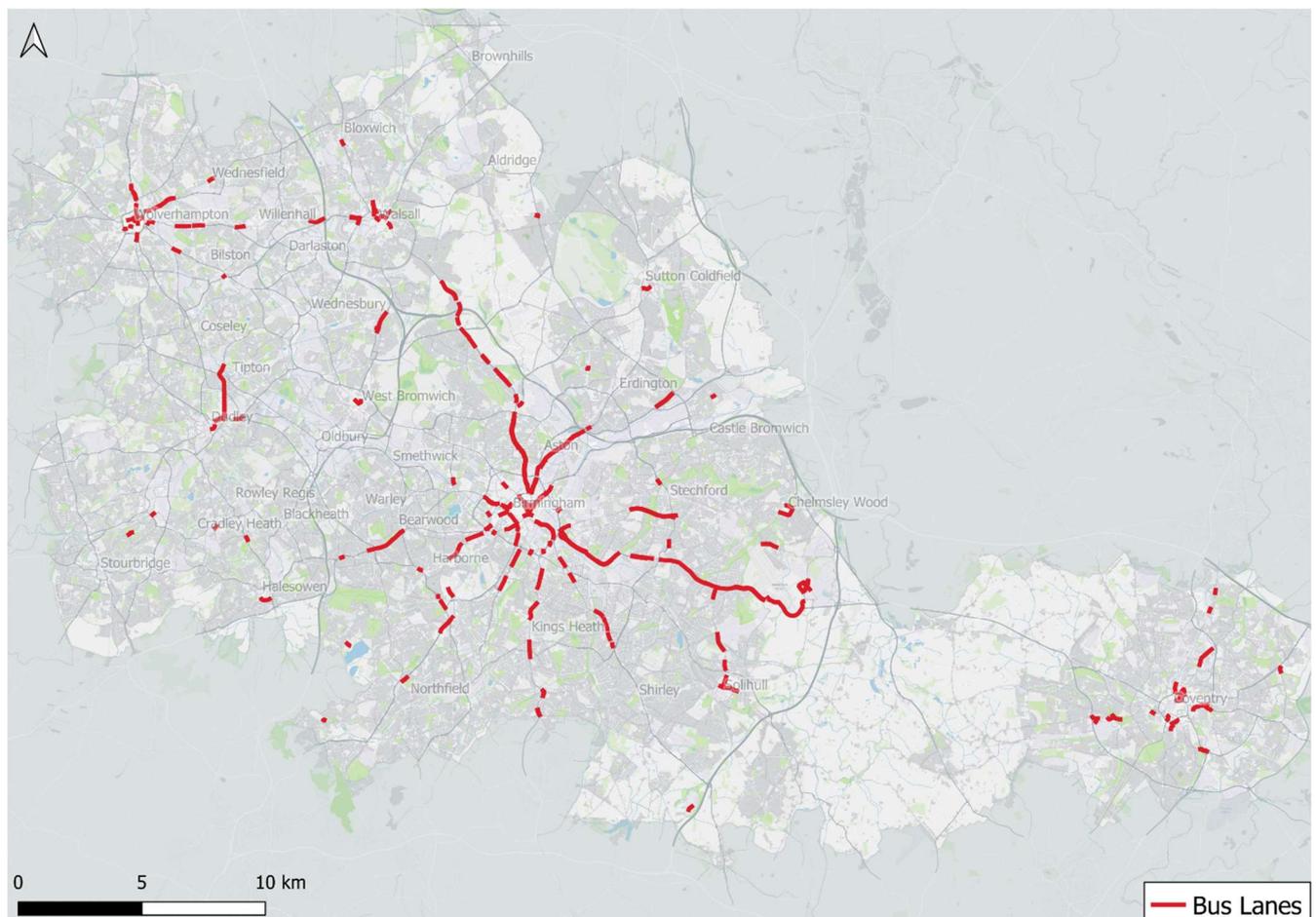
7. Obligations by local highway authorities

Facilities

Existing bus priority

- 7.1. Extensive bus priority provision is already made across the West Midlands. The intention of this Scheme Element is to ensure that this remains in place and is maintained in good order for the use of qualifying local bus services, in accordance with its published Highway Maintenance policies and procedures.
- 7.2. All current bus priority interventions (bus lanes; bus-only roads; bus gates) across the West Midlands, in force at the time that this EP Scheme is made, will be maintained in accordance with the sealed Traffic Regulation Orders, by each of the relevant local highway authorities. Any proposed changes to current bus priority interventions by local highway authorities must be submitted to a meeting of the EP Scheme Reference Group for consideration. If no objections are made at the meeting, the change will automatically be taken forward and records of interventions updated accordingly, without need to go through the formal EP Scheme variation process set out in this Scheme.

Figure 3 Existing Bus Priority in the West Midlands



A34(N) and A45/B425 corridors

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

Measures

Local Highway Authority mechanisms and procedures

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

Bus lane enforcement

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

Junction enforcement

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

Managing Highway works

- 7.13. Each local highway authority will establish mechanisms to minimise disruption to qualifying local bus services from both planned and emergency highway works, in accordance with the New Roads and Street Works Act (1991) available under a noticing scheme.
- 7.14. Each local highway authority will commit to investigating implementation of Highway Lane Rental Schemes 12 months after the implementation of the relevant permitting scheme referenced in paragraph 7.13.

Management and co-ordination of specific highway works

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

Bus priority development programme

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

Parking policy and management

Black Country

- 7.17. Black Country authorities will continue to use parking management policies, set out in Policy TRAN7 Parking Management, to support the provision of bus services.
- 7.18. The priorities for traffic management in the Black Country include the sustainable delivery and management of parking in centres and beyond, through use of some or all of the following measures as appropriate:
- 7.18.1. Management and control of parking - ensuring that it is not used as a tool for competition between centres.
 - 7.18.2. Type of parking – ensuring that where appropriate long-stay parking is removed from town centres, to support parking for leisure and retail customers and to encourage commuters to use more sustainable means and reduce peak hour traffic flows.
 - 7.18.3. Maximum parking standards – ensuring that a consistent approach to maximum parking standards is enforced in new developments as set out in supplementary planning documents.
 - 7.18.4. Location of parking – by reviewing the location of town centre car parks through the “Network Management Duty”, to ensure that the flow of traffic around town centres is as efficient as possible.

Birmingham

7.19. The Birmingham Transport Plan (BTP) states that:

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

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

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

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

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

Birmingham City Centre:

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

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

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

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

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

Edge of Birmingham City Centre:

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

Birmingham Urban Centres and Growth Areas:

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

Coventry

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

Table 4: Car Park closures in Coventry

Car Park	Closure	Spaces
New Union St multi-storey car park	Closed during 2021	240
Moat St surface car park	Closed during 2021	153
Whitefriars St surface car park	Closed during 2021	125
Cheylesmore surface car park	Closed during 2021	45
Leicester Row surface car park	Closed during 2021	80
Cox St surface car park	Expected closure Autumn 2022	140
Westminster Rd surface car park	Potential to close permanently August 2022	157
Warwick St surface car park	Potential part-closure	21
Barracks multi-storey car park	Expected closure Summer 2023 – City Centre South development	460
City Arcade surface car park	Expected closure Summer 2023 – City Centre South development	231

Dudley

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

Sandwell

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

- 7.34.1. Manage the traffic network to ensure traffic flow is protected.
- 7.34.2. Improve safety and the local environment.
- 7.34.3. Improve the quality and accessibility of public transport.
- 7.34.4. Reconcile competing demands for kerb space.

Solihull

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

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

7.36. The SPD is used to limiting the amount of car parking in new developments that is essential as part of a package of measures to promote sustainable travel choices. In appropriate circumstances this can be achieved through Green Travel Plans to promote access to developments by public transport, walking and cycling

Wolverhampton

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

- 7.37.1. Maintain an efficient flow of traffic.
- 7.37.2. Protect safety for pedestrians, cyclists and other users.
- 7.37.3. Minimise likelihood of on-street parking problems.

Walsall

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

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

8. Requirements imposed on qualifying local bus services

Area-wide

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

Vehicle technical standards

- 8.2. All qualifying bus services will be operated with:
- 8.2.1. Vehicles that meet Euro VI emission standards or better by 1 May 2023. *[Note: Includes CVRAS retrofit vehicles]*
 - 8.2.2. Vehicles fitted with digital (electronic) destination displays
 - 8.2.3. Vehicles capable of providing locational (AVL) data to WMCA's Real Time Information System

Vehicle livery

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

Timetable changes

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

Information provision to the public (with TfWM)

- 8.7. Operators of qualifying local bus services will be required to participate in the coordinated approach to the provision of bus information in displays at bus stops, sharing the cost of this in accordance with the separately agreed protocol of the West Midlands Combined Authority Roadside Information Recharging Scheme.
- 8.8. When service changes occur, and at least seven days in advance, bus operators are required to provide to TfWM full timetables in TransXChange format that include running board (block) and/or driver duty information and a

vehicle journey reference for every trip. Amendments to vehicle and driver operations which do not result in a timetable change should still be communicated to TfWM as soon as possible.

- 8.9. It is important to ensure that passengers are aware of any service cancellations. Therefore, operators are required to notify TfWM of any known cancellations to trips or part trips at the earliest opportunity, so that this information can be passed onto customers through TfWM's digital output channels. This information should be provided to serviceupdates@tfwm.org.uk

Providing information to the public (by the operator)

- 8.10. Operators providing multi-operator tickets in the EP Scheme area will display the range of nBus and nNetwork day ticket prices at the point of entry to buses on qualifying local bus services using information posters provided by TfWM.
- 8.11. nBus and nNetwork information will be provided and maintained by TfWM on displays at bus stops.
- 8.12. Operators will display details of relevant planned route changes and timetable changes on vehicles in the EP Scheme area at least 2 weeks prior and 1 week following the change.
- 8.13. Operators will publish the bus journey times data collected and processed by TfWM (referred to in paragraphs 5.21 - 5.255) on their websites for the public to access.

West Midlands Bus Alliance Customer Charter

- 8.14. Operators of qualifying local bus services will display the principles of the West Midlands Bus Alliance Customer Charter on all their buses. This must include a means of contacting the local bus service operator with comments or complaints and an escalation option if the passenger is not satisfied with the response they receive. This escalation option should be a registered Alternative Dispute Resolution body. Copies of the Customer Charter can be provided by TfWM if requested to busalliance@tfwm.org.uk.
- 8.15. The Charter requirements as set out above will cease on the introduction of a revised Customer Charter during 2022-2023, details of which are set out under paragraphs 5.70 - 5.73.

New West Midlands Bus Passenger Customer Charter

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

TfWM in reviewing and setting improved standards within the charter each year.

Ticketing schemes

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

Passenger Led Recovery programme

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

Highway works and service disruption

- 8.25. Where a bus operator reports a highway issue affecting bus travel to a local highway authority for investigation, the operator must also report the matter to TfWM using the rtccdutymanager@tfwm.org.uk email address.
- 8.26. Operators will commit to active participation in the development of the RTCC through a scoping study and the implementation of its findings and recommendations.

Reinvestment of operational expenditure savings

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

Bus network development

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

Parked vehicles

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

Location specific – A34(N) and A45 / B425

Vehicle standards

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

	<ul style="list-style-type: none"> • A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources. 	
4	<p>New Vehicles registered on or after 25/05/25 will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	25/05/2025
6	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	26/05/2030

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

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

Table 9 Obligations for vehicles of operators on designated feeder services

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

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

Location specific - Coventry

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

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

8.39.2. Coventry Bus Network Review

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

Schedule A: Maintenance of current provision by TfWM

Schedule A1: Existing bus stations

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

Schedule A2: TfWM bus stop infrastructure maintenance

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

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

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

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

- Bus shelter

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

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

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

- Feeder pillar

Response and removal within 24 hours of being reported

- Bus shelter offensive graffiti

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

- Ticket machine

Planned maintenance of bus stop infrastructure:

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

Schedule B: Facilities provided and maintained by local highway authorities

B1 Current bus priority interventions

All current bus priority interventions (bus lanes; bus-only roads; bus gates) across the West Midlands in force at the time that this EP Scheme is made will be maintained, in accordance with the sealed Traffic Regulation Orders, by each of the relevant local highway authorities.

Any proposed changes to current bus priority interventions by local highway authorities must be submitted to a meeting of the EP Scheme Reference Group for consideration. If no objections are made at the meeting, the change will automatically be taken forward and records of interventions updated accordingly, without need to go through the formal EP Scheme variation process set out in this Scheme.

Table 10 (reserved for future use)

B2: Bus Lane Enforcement

Birmingham City Council Bus Lane Enforcement

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

Sandwell Metropolitan Borough Council Bus Lane Enforcement

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

Solihull Metropolitan Borough Council Bus Lane Enforcement

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

Walsall Metropolitan Borough Council Bus Lane Enforcement

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

Dudley Metropolitan Borough Council Bus Lane Enforcement

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

Coventry City Council Bus Lane Enforcement

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

Wolverhampton City Council Bus Lane Enforcement

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

B3 New bus lanes

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

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

Intervention number	Bus lane description	Hours of operation	Category of vehicle permitted	Responsibility for Maintaining
1.	Bus lane from junction Coventry Rd/Horse Shoes Ln to the junction of Coventry Rd/Sheaf Ln (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council (subject to FBC approval)
2.	Bus lane from junction of Hobs Moat Rd/Jillcot Rd to the junction of Coventry Rd/Hobs Moat Rd (northbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council (subject to FBC approval) and Solihull MBC
3.	Bus lane on Darwall Street, Walsall	24hrs	Local bus services	Walsall MBC
4.	Bus lane from junction of Birmingham Rd/Queens Rd to the junction of Birmingham Rd/Broadway (northbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Walsall MBC
5.	Bus lane from Jaguar-Landrover works Lode Lane North Gate to Jaguar-Landrover main gate (southbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Solihull MBC
6.	Bus lane from before the junction of Coventry Rd/Lyndon Rd to the junction of Coventry Rd/Clay Lane	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council (subject to FBC approval)
7.	After Dyas Avenue (658 Walsall Rd) to Opp Booths Farm Rd (northbound)	7am to 7pm	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council (subject to FBC approval)
8.	Bus lane from after Walsall Rd/Stanford Avenue to Booths Farm Rd (southbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council (subject to FBC approval)

B4 New Bus Gates

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

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

Intervention Number.	Description	Implementation	Responsibility for Maintaining	Hours of Operation
9.	Bus gate southbound at Lancaster Circus Underpass	TfWM	Birmingham City Council (subject to FBC approval)	24hrs
10.	Bus gate northbound at Warwick Rd/Lode Ln	TfWM	Solihull	24hrs

B5 Traffic Signal upgrades to include priority for local bus services

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

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

Intervention number	Description	Implementation	Responsibility for Maintaining
11.	Coventry Rd/Gilbertstone Ave	TfWM	Birmingham City Council (subject to FBC approval)
12.	Coventry Rd/Wagon Ln	TfWM	Birmingham City Council (subject to FBC approval)
13.	Coventry Rd/Lyndon Rd	TfWM	Birmingham City Council (subject to FBC approval)
14.	Coventry Rd/Sheaf Ln/Hobs Moat Rd	TfWM	Birmingham City Council (subject to FBC approval)
15.	Jaguar Landrover north access	TfWM	Solihull MBC
16.	Lode Ln/Dovehouse Lane	TfWM	Solihull MBC
17.	Birchfield Rd/Trinity Rd	TfWM	Birmingham City Council (subject to FBC approval)
18.	New Town Row / New John St West	TfWM	Birmingham City Council (subject to FBC approval)

B6 Pedestrian Crossing upgrades

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

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

Intervention number	Description	Implementation	Responsibility for Maintaining
19.	E2004/5 Coventry Rd nr Steyning Rd Crossing	TfWM	Birmingham City Council (subject to FBC approval)
20.	E2106/7 Coventry Rd Nr Brays Rd Crossing	TfWM	Birmingham City Council (subject to FBC approval)
21.	New pedestrian crossing Hobs Moat Road nr Old Lode Ln (north)	TfWM	Solihull MBC
22.	Nr Metro Inns Crossing	TfWM	Walsall MBC
23.	E2000/1 Coventry Rd nr Wells Green Crossing	TfWM	Birmingham City Council (subject to FBC approval)
24.	E2906 – Walsall Rd nr Booths Farm Rd	TfWM	Birmingham City Council (subject to FBC approval)

Schedule C: Enhanced Bus stops, shelters and information

C1 Enhanced Bus Stops

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

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

These bus stops will also include:

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

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

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

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

Intervention number	Location
25.	Walsall Town Centre (Bridge Street)
26.	Walsall Six Ways, Birmingham Road
27.	Jesson Road, Birmingham Road
28.	Broadway, Birmingham Road
29.	Queens Road, Birmingham Road
30.	Bell Inn, Birmingham Road
31.	Chapel Lane, Birmingham Road
32.	Scott Road, Birmingham Road
33.	Scott Arms, Walsall Road
34.	Beeches Road, Walsall Road
35.	Rocky Lane, Walsall Road
36.	The Tennis Court, Walsall Road
37.	Cliveden Avenue
38.	Perry Barr One Stop Birchfield Rd
39.	Livingstone Road
40.	Trinity Road, Birchfield Road
41.	Six Ways Aston, Birchfield Road
42.	The Bartons Arms, Newtown Row
43.	St Stephens Street, Newtown Row
44.	Lower Tower Street
45.	Fentham Road

Table 16 Enhanced bus stops on the A34 towards Walsall

Intervention number	Location
46.	Lower Tower Street, Newtown Row
47.	Milton Street, Newtown Row
48.	Six Ways Aston, Birchfield Road
49.	Heathfield Road, Birchfield Road
50.	Livingstone Road
51.	Perry Barr Interchange
52.	Cliveden Avenue
53.	The Tennis Court, Walsall Road
54.	Rocky Lane, Walsall Road
55.	Beeches Road, Walsall Road
56.	Scott Arms, Walsall Road
57.	Cross Lane, Birmingham Road
58.	Chapel Lane, Birmingham Road
59.	Bell Inn, Birmingham Road
60.	Queens Road, Birmingham Road
61.	Broadway, Birmingham Road
62.	Jesson Road, Birmingham Road
63.	Walsall Six Ways, Springhill Road

Table 17 Enhanced bus stops on A45/B425 towards Birmingham City Centre

Intervention number	Location
76.	Solihull Hospital
77.	Henley Crescent, Lode Lane
78.	Castle Lane, Lode Lane)
79.	Solihull Ice Rink, Lode Lane
80.	The Wheatsheaf, Coventry Road
81.	Lyndon Road, Coventry Road
82.	Brays Road, Coventry Road
83.	Steyning Road, Coventry Road
84.	Swan Island, Coventry Road
85.	Kathleen Road, Coventry Road
86.	Kings Road, Coventry Road
87.	Small Heath Highway, Poets Corner

Table 18 Enhanced bus stops on the A45/B425 towards Birmingham Airport/Solihull

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

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

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

C2 Enhanced Bus Stands

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

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

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

C3 Designated Feeder Bus Stands

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

Table 21 Designated feeder service Bus Stands

Intervention number	Stop location
118.	Swan Island, Coventry Road
119.	Sandwell/Walsall boundary
120.	Walsall Town Centre (position to be confirmed)

Schedule D: Reporting Mechanisms to Local Highway Authorities

Schedule D1: Birmingham City Council reporting mechanisms

Highway Issues

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

This includes:

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

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

Parking Issues

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

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

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

Roadwork notifications

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

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

Schedule D2: Sandwell Metropolitan Borough Council reporting mechanisms

Highway Issues

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

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

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

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

Parking Issues

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

Roadwork notifications

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

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

Operators can also follow on twitter on @sandwellroads.

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

Schedule D3: Solihull Metropolitan Borough Council reporting mechanisms

Highway Issues

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

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

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

Parking Issues

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

Highway work notifications

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

Schedule D4: Walsall Metropolitan Borough Council reporting mechanisms

Highway Issues

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

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

All Street lighting defects should be reported via:

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

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

Calling (currently) 01902 555795 or through:

utc.controlroom@wolverhampton.gov.uk

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

Parking Issues

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

Roadwork notifications

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

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

Any operators wanting to join the list should contact: -

trafficmanagement@walsall.gov.uk.

Schedule D5: Dudley Council reporting mechanisms

Highway Issues

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

- Potholes or other road pavement problems: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/report-a-pothole/>
- Faulty or broken traffic lights: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/>
- Flooding and drainage issues: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/>
- Defects with or damage to other council street furniture: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/>

Parking issues

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

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

Roadworks Notifications

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

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

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

Schedule D6: Coventry City Council reporting mechanisms

Highway Issues

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

Parking Issues

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

Roadworks Notifications

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

Schedule D7: Wolverhampton City Council reporting mechanisms

Highways Issues

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

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

Parking Issues

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

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

Roadworks Notifications

Details of all planned and approved works are published on the One Network system at: <https://wolverhampton.roadworks.org/>

Annex A Network Stability Periods

In order to minimise the number of change dates for bus services and to ease information provision for changes, specific Network Stability Periods are agreed with operators, which are published separately.

The extract below is from “The Code of Practice on Network Stability in the West Midlands Combined Authority area”, Appendix 2 of the “West Midlands Combined Authority Roadside Information Recharging Scheme”.

As the scheme states:

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

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

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

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

Annex B Passenger Led Recovery Programme Development Details

TfWM has consulted and worked with multiple stakeholders and bus operators to establish the categories of passengers to be targeted to achieve the objectives of BSIP, which focuses on encouraging travel behaviour change and opening access to bus travel.

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

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

The workbook also contains a timeline to show when each group will be targeted within the 3-year period and what budget allocation this will trigger. The groups that will be targeted in Q4 of 2022/23 are based on existing connections, such that engagement can commence quickly. Where connections with agencies are in their infancy, time has been built into the programme to ensure they are well established and available for us to deliver our targeted incentive to the end user. Where targeting can happen sooner it will be brought forward.

Signatories to the EP Scheme

THIS DEED is dated _____

PARTY SEALS

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

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

Authorised signatory

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

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

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

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

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

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