

LIVERPOOL CITY REGION COMBINED AUTHORITY

Contact: Charles Yankiah

Tel: 0151 330 1079

Date: 27 March 2019

To: All Members of the Transport Committee
Councillors L Robinson (Chair), G Friel
(Deputy Chair), R Abbey, D Baum,
A Carr, J Dodd, S Foulkes, P Hayes,
H Howard, J Jackson, D Johnson,
A Lavelle, P McKinley, N Nicholas,
M O'Mara OBE, G Pearl, G Philbin,
K Roberts, J Stockton, C Rowe,
H Thompson, J Williams, F Wynn and
Vacancy (Committee Member).

Dear Councillor,

You are requested to attend a meeting of the **Transport Committee** to be held on **Thursday, 4 April 2019 at 2.00 pm** in the Authority Chamber, Merseytravel Offices, No.1 Mann Island, Liverpool, L3 1BP.

The agenda for the meeting is attached.

Should Members need to declare an interest in any items included on the agenda, forms are obtainable from the Democratic Services Team or in the meeting.

Yours faithfully



Head of Paid Service

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Transport Committee

4 April 2019

Agenda

1. **Apologies for Absence**
2. **Declarations of Interest**
3. **Minutes of the Last Meeting** 1 - 8
To consider the minutes of the last meeting of the Transport Committee held on 7th March 2019.
4. **Quarterly Bus Update** 9 - 24
To consider a report from Merseytravel relating to the fourth quarterly Bus Alliance update of 2018/19 and an update on key projects being delivered by the Bus Team.
5. **Public Question Time**
Members of the public will be given the opportunity to ask questions that have been submitted in accordance with Meetings Standing Orders No. 11.

A period of 30 minutes will be allocated for this item and copies of valid questions will be circulated at the meeting.

Members of the public who wish to submit questions are asked to contact Democratic Services by either:
 - Email: democratic.services@merseytravel.gov.uk
 - Telephone: 0151 330 1086
 - In writing: Democratic Services, Merseytravel, No.1 Mann Island, PO Box 1976, Liverpool, L69 3HN
A pro-forma will be supplied which, for this meeting must be returned by 5.00pm on Monday 1 April 2019. In this respect, return details are set out in the pro-forma.

6. **Petitions and Statements**

Members of the public will be given the opportunity to submit a single petition or statement in accordance with Meetings Standing Orders No. 11.

Members of the Public who wish to submit a single petition or statement are asked to contact Democratic Services by either:

- Email: democratic.services@merseytravel.gov.uk
- Telephone: 0151 330 1086
- In writing: Democratic Services, Merseytravel, No.1 Mann Island, PO Box 1976, Liverpool, L69 3HN

All petitions and statements for this meeting should be submitted to Merseytravel, using the contact details above, by 5.00pm on Monday 1 April 2019.

7. **Any Other Urgent Business Approved by the Chair**

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Transport Committee

7 March 2019

Present: Councillor L Robinson, Chair
Councillor G Friel, Deputy Chair

Councillors R Abbey, A Carr, J Dodd, S Foulkes,
P Hayes, H Howard, D Johnson, A Lavelle,
P McKinley, N Nicholas, M O'Mara OBE, G Pearl,
G Philbin, K Roberts, J Stockton,
C Rowe, H Thompson, J Williams and F Wynn

93. **Apologies for Absence**

Apologies for absence were received from Councillors D Baum, J Jackson and S Murphy.

94. **Chair's Announcement**

The Chair congratulated Councillor S Murphy on her appointment as deputy leader for St Helens council and noted her resignation from the Committee. The Committee thereupon thanked Councillor Murphy for her contributions over the last year and wished her every success in the future.

Councillor Ron Abbey stated his heartfelt thanks to the staff at Merseytravel and the members of the Transport Committee for their support during his recent bereavement.

On behalf of the Transport Committee, Councillor Gordon Friel congratulated the Chair and his wife on the recent birth of their daughter.

95. **Declarations of Interest**

Councillor S Foulkes declared a non-pecuniary interest in Item 6 Merseyferries Quarterly Update March 2019, as the Chair of the planning committee at Wirral Borough Council. He stated that he would have an open mind on any decision made regarding Woodside Ferry Terminal.

96. **Minutes of the Last Meeting**

Resolved - That the minutes of the last meeting of the Transport Committee held on 31 January 2019, be approved as a correct record subject to the following amendment:

Minute 88 – Budget Setting Report 2019/20; page 7 of the agenda, second paragraph seventh line be amended to correctly read ‘He stated that it had been quite clear that the region had been targeted for more cuts than any other region across the UK and that money had been moved away from Metropolitan Councils to Conservative controlled councils in the mainly ‘shire’ areas’.

97. **Presentation**

Mick Noone, Director of Integrated Transport, provided a presentation to members which explained the progress to date on Northern Powerhouse Rail and HS2. The presentation focussed on the project timeline, recent milestones and next steps. It acknowledged that the project provided a once in a lifetime opportunity to transform rail in the North of England, and officers from Merseytravel, in particular Tom Carbery and Wayne Menzies, were thanked for their hard work.

The Director stated that points of access to HS2 had been identified and would be beneficial in improving journey times from Liverpool to Manchester, Leeds and London. Aspirations for a journey time of 1 hour 20 from Liverpool to London were discussed alongside the expected benefits for the City Region, which included an additional £3.4 billion annually to the economy, 24,000 jobs in the Region and 3.6 million new visitors per annum.

Achieving the desired journey times and service frequency were emphasised by Mick Noone as crucial and the Committee was advised that this was a significant issue for the City Region and the Officers would continue to make representations to secure the appropriate level of investment required to transform the North of England.

Members of the Committee raised the following key issues during the discussion:-

- It was noted that any potential works such as platform lengthening would be shared with Liverpool City Council to ensure that they could be planned effectively alongside the City Centre Connectivity Scheme and Lime Street Upgrades;
- Councillor G Friel raised the importance of improving freight capacity particularly given the implications of a no deal Brexit wherein the ports would become integral to moving produce from the West to the East of the country through the Penines. Additionally, a further issue was that the TransPennine upgrade focused mainly on moving passengers as opposed to freight; yet Transport for the North were emphasising the importance of ensuring that the upgrade included the gauge clearance necessary for the Liverpool City Region to move freight across the Pennines;

- It was acknowledged that the Liverpool City Region had contributed officer and Member time into the development of the Strategic Business Case, while Government had provided the financial resource for modelling and economic analysis.

The Chair, thanked the Director of Integrated Transport for his presentation and echoed his thanks to the Rail team for their hard work. He further added that the Liverpool City Region was the most diligent and conscientious of the contributors to the Northern Powerhouse by always providing expertise and evidence whenever necessary. It was noted that High Speed rail was first considered almost ten years ago and at that time the Liverpool City Region had not featured on the map. Since then, the City Region had provided a great amount of input into the plans and would continue to emphasise the importance of freight.

In terms of prioritising routes, the Chair, Councillor Robinson, felt that it was in the best interest of the UK to ensure that the Liverpool City Region had the next national rail infrastructure strategy as Liverpool to Manchester had the strongest city-to-city passenger journeys. Liverpool Lime Street had the highest number of passenger rail journeys from London. Furthermore, rail journeys from Liverpool to London were also increasing in demand with only Manchester exceeding that.

In conclusion, the Chair felt that everyone involved should feel very proud when the strategy came to fruition in 2030 as it would put the City Region in good stead for the next 200 years.

RESOLVED - that the presentation be noted.

98. **Quarter 3 Merseytravel Corporate Plan, Performance and Financial Monitoring Report 2018/19**

Sarah Johnston (Head of Finance, Merseytravel) and Stephen Littler (Performance Manager, LCR Combined Authority) presented the Quarter 3 Merseytravel Corporate Plan, Performance and Financial Monitoring Report for 2018/19.

The Committee was informed that there was currently a £3.7million underspend for 2018/19 which resulted in a reduction in the need to use Merseytravel's reserves to balance the budget.

Currently, 45% of the budget had been spent and it was noted that this was normal given the significant spending which usually took place in Quarter 4.

Members were advised that future reports would also include information related to the LCR Combined Authority's transport priority.

Councillor Friel queried if there were plans to review the metrics for affordability for tunnels users. The metrics had previously been based on cars

with 2 litre engines and the introduction of electric and hybrid vehicles had not been taken into consideration. Members were advised that this matter would be explored further as the current data was taken from the RAC website.

The Committee discussed 'back-office' services such as IT, Project Management Office and Legal Services which were recharged to other departments. The Committee was advised that this was a standard approach in line with Best Value Accounting practices.

Members noted that some areas appeared to be under spending, and were informed that this was due to some projects being rolled over to the next financial year.

John Fogarty, Director of Corporate Services/Resources, explained that in some instances, reserves were used to spread the cost of a project into more manageable payments, for instance with the Rolling Stock Programme. However, using the reserves to balance the budget was a significant underlying issue made worse by the Special Rail Grant reduction.

The Committee then discussed the amber and amber/red Key Performance Indicators particularly around Priority 3B. Gary Evans, Head of Customer Delivery assured Members that actions were underway to secure a future for the Royal Daffodil Ferry and that the Long Term Strategy for Woodside Ferry Terminal would remain amber/red as options continued to be developed in this regard.

Members expressed some concern over the presentation of the information in the report and it was hoped that when the format changed in Quarter 4 it would be easier to understand.

Councillor Foulkes, Lead Member for Finance, noted that the current format of this report showed improvements from previous iterations and thanked Officers for their continued efforts. Furthermore, he stated that the Officers involved were always open to suggestions on how to clarify the information in the documents for the public and welcomed any feedback.

RESOLVED – that the contents of the report be noted.

99. **Mersey Ferries Quarterly Update March 2019**

Gary Evans, Head of Customer Delivery provided the Mersey Ferries Quarterly Update for March 2019 noting that it had been a good year.

Members were advised that the efforts by Asset Management in ensuring that the vessels were ready for service had made a real difference to the reliability and availability of the service especially during the summer, when the vessel was taken out of the Dock System during the weekends.

Furthermore, in December 2018 during a routine inspection, essential repairs had been identified for the infrastructure at Seacombe Ferry Terminal. As a safety measure, the linkspan had been closed and operations had continued using the adjacent South Bridge. Repairs were expected to be completed in April 2019 and the linkspan would be fully operational ahead of the summer season.

The Head of Customer Delivery explained that the Dazzle paintwork on the Snowdrop had been extended and the vessel would be visible on the river from the end of March 2019. He went on to advise that the procurement of new vessels was now underway and bids had been submitted by the closing date of December 2018. The bids were currently being evaluated and the procurement process was on target for delivery in summer 2019. Furthermore, ESIF funding for the vessels had also been identified and research was being undertaken to determine how emissions on the vessels could be reduced.

The Committee was informed that the Wirral Chamber of Commerce were developing the offer at Woodside Ferry Terminal, noting that the catering provision at the terminal had recently changed. Gary Evans emphasised that there was no additional financial provision for Woodside Ferry Terminal and funding would have to be sought for any long term developments.

Councillor S Foulkes felt that the Wirral Chamber of Commerce announcement in relation to Woodside Ferry Terminal was an exciting offer that could increase footfall alongside the Drive in Cinema already situated at Woodside.

RESOLVED - that the contents of the report be noted.

100. **Response to Welsh Government Consultation - Improving Public Transport in Wales**

Mick Noone, Director of Integrated Transport presented a report that outlined the Liverpool City Region response to the Welsh Government's Consultation on improved public transport in Wales.

The Committee heard that the Consultation had investigated the decline in bus patronage in Wales and identified a need for organisational and structural change. The report had recommended that the Liverpool City Region support the Welsh Government and continue to have ongoing meetings on the challenges of devolution.

Councillor Abbey, Lead Member for Bus, welcomed the report stating that it showed huge potential to work across the border in North Wales.

The Chair, Councillor Robinson, stated that although the issues faced by the Welsh Government did not directly affect the Liverpool City Region, Wales were our 'close neighbours' and that transport was a key factor to the economic sphere of influence that we shared. The Liverpool City Region had

strong links with the Welsh Government and Councillor Robinson complimented them on their 'can-do' mentality and warm friendly outreach.

RESOLVED - that:

- (a) the outline response to the consultation set out in section 4 of the report be endorsed; and
- (b) the Director of Policy and Strategic Commissioning, in full consultation with the Chair and Vice Chair of the Transport Committee be granted delegated authority to finalise the draft response ahead of its submission to the Welsh Government on the 27 March 2019.

101. **Public Question Time**

The Committee received two questions from Mr Andrew Wennell as follows:

Question 1

The Bus route 133 which runs between Kirkby and Waterloo is currently run by Cumfybus. From 28th April the route is going to be run by Hatton Travel, with some significant changes to the route and its frequency. The service is currently 1 bus per hour, the new tender will see the frequency decrease to 1 bus every 2 hours. So is this change needed as the service is a vital connection in the area? I think the service wouldn't be as good when it changes over.

The Chair, Councillor Robinson, responded by stating that as part of a recent tendering process, Merseytravel had issued two tender options for the 133 bus provision. The successful tender specified an hourly frequency and the route remained the same. From 28th April 2019 the operator would change from Cumfybus to Hatton's Travel but the route and timetable would be unchanged with the exception of the 133A morning journey that would be withdrawn.

Question 2

Since the opening of the Mersey Gateway bridge in October 2017 the bus service in the Greenway Road area has significantly reduced. Are there any plans to improve this now or when the Silver Jubilee Bridge reopens? As beforehand every bus used to serve Runcorn station before going over or just been over the Silver Jubilee Bridge.

The Chair advised that a response had been sought from Halton Borough Council and they had advised that Greenway Road continues to have the same frequency of service as prior to the Silver Jubilee Bridge (SJB) closure. The 61 bus continued to operate along the route although the 82a has been withdrawn and replaced by the X1 service. The services that passed the bus stop at the rail station from Runcorn Town Centre only used the section of Greenway Road from the High Street to the on-slip to the SJB to cross to Widnes. None of these services stopped on Greenway Road itself. It was

anticipated that bus services would revert to using the SJB once it re-opened therefore serving the bus stop at the rail station on the SJB approach.

The Chair thanked Mr Wennell for submitting his questions and for attending the meetings and informed him that a formal written response would be provided within 10 working days.

102. **Petitions and Statements**

No petitions or statements were submitted for this meeting.

CHAIR

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LIVERPOOL CITY REGION COMBINED AUTHORITY

To: The Chair and Members of the Transport Committee

Meeting: 4 April 2019

Authority/Authorities Affected: All

EXEMPT/CONFIDENTIAL ITEM: No

REPORT OF MERSEYTRAVEL

QUARTERLY BUS UPDATE

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide Members of the Transport Committee with the fourth quarterly Bus Alliance update of 2018/19 and an update on key projects being delivered by the Bus Team.

2. RECOMMENDATIONS

- 2.1. It is recommended that the Transport Committee note the contents of the report.

3. BACKGROUND

- 3.1. Improving Bus Punctuality.

- 3.1.1 The Combined Authority is leading on developing a range of interventions that will transform the bus offer across the Liverpool City Region and greatly improve the appeal of bus against private transport. This work aligns with both the aspirations of the Bus Alliance and the Transforming Cities Fund.
- 3.1.2 The LCRCA has agreed, as part of its approach to commissioning projects through the Transforming Cities Fund, that improving bus journeys should be one of its three thematic priorities for the region:
- 3.1.3 Through the Bus Alliance, five bus corridors have been initially identified to be targeted for improvements. These are A57 (Prescot Road), A562 (Smithdown Road), B5178 (Wavertree Road Corridor), the A59 (Walton Road / Scotland Road) and A567 (Stanley Road) Corridors.
- 3.1.4 A Steering group comprising of representatives from the Combined Authority, Knowsley MBC, Liverpool City Council, Sefton MBC and St Helens MBC and Bus Alliance operators will oversee feasibility work including the development of the overall approach, with specific working groups developing the detailed

transformational improvement plans for each corridor. The Steering Group is meeting regularly and progress on developing the Green Routes Programme will be reported to both the LCR Bus Alliance and KRN Groups on a regular basis.

- 3.1.5 Development funding has been awarded via the LCR CA Investment Team and a brief to secure expertise in developing and appraising a range of options to improve bus punctuality and progress feasibility studies and outline designs for specific bus interchanges, has been written, with consultants being invited to submit tenders via the NW Chest. It is planned that the selected consultant will commence delivery of the contract in quarter one of 2019/20, subject to a successful and timely procurement process.
- 3.2 LCR Bus Alliance.
- 3.2.1 The 2019/20 LCR Bus Alliance Business and Investment Plan has been completed and agreed by the Bus Alliance Joint Alliance Board at the 5 March 2019 meeting. This plan – attached as appendix one - outlines proposed investment and milestones which aim to improve punctuality and reliability across the network, improve the customer journey experience, ensure a simple, easy to understand bus network, reduce the environmental impact of bus travel and increase its social value and to increase patronage and bus as the mode of choice. To simplify the governance process the number of workstreams responsible for delivering the milestones has been reduced from six to three, these being known as:
- (a) Improving Network Punctuality, Reliability and Resilience
 - (b) Improving the Customer Journey
 - (c) Customer Development and Growth.
- 3.2.2 Bus patronage figures for the Quarter three of 2018/19 have now been collected and show a nine percent increase in fare paying passenger journeys compared with the same period last financial year. In addition, the figures showed an increase for the first time in adult journeys, with adult patronage largely driving the growth that has been seen. A reduction in the cost of bus operators' weekly tickets could be a contributory factor in boosting the number of adult users.
- 3.2.3 The National Bus Passenger survey was published on 14th March and while a more detailed overview of results will be provided in the next quarterly report, the key messages are that; satisfaction ratings are slightly down from 92% to 91% of bus passengers satisfied with their journeys, although despite this the Liverpool City Region has the joint highest rates of customer satisfaction of any UK metropolitan area. Within these figures, we have seen a significant increase in satisfaction with value for money, but a decrease in satisfaction with punctuality – an area that remains a priority in the City Region with a dedicated Bus Alliance workstream, overseeing the delivery of improvement interventions to tackle this.
- 3.2.4 Overall, the figures are encouraging and are an indication of the ongoing success of the Liverpool City Region Bus Alliance in encouraging more people to travel by bus by improving quality and service, marketing the offer through high profile campaigns and generating more money for investment back into the network. (A summary of this year's Bus Passenger Survey is attached at Appendix Two).

3.2.5 The milestones and Key Performance indicators of the LCR Bus Alliance are laid out in the Performance Management framework 2018/2019, along with the 2018/19 investment plan and 2017 – 2020 Outcome measures. In quarter four of 2018/19, completed milestones of the LCR Bus Alliance have included:-

- (a) The 1000 days of data project - is now complete with data analysis and troubleshooting now undertaken. We now have the foundation to build 1000 days of bus performance data for assessing problems, network solutions and improvements over longer periods of time, as well as building an evidence base for funding opportunities and general long term P&R trend reporting. In addition, the Bus Team is now producing and circulating punctuality and reliability reports each day for internal stakeholders.
- (b) The Wavertree Road topographical survey is complete and a revised road marking scheme to address the problem caused by the current narrow lane widths has been designed by Liverpool City Council and approved by Merseytravel. It is anticipated that the road markings will be installed in Q4 19/20 as part of Liverpool City Council's scheme to resurface the carriageway of Wavertree Road.
- (c) The final report on the Woodchurch Road corridor has been completed and was presented to the January meeting of the Reliability and Punctuality workstream. The main conclusion of the report is that there is a case to be made for an investment in traffic signalling and bus priority to improve journey times.
- (d) The "All you need is bus" Better By Bus campaign was launched in February with Valentine's cards and Golden bus tickets for World Book Day providing opportunities to win prizes.
- (e) Work is progressing with planning and implementing the Bus Rerouting Strategy as part of the LCC Connectivity Programme. Works have commenced on Victoria Street and the planning application for the City Centre Bus Hub has now been approved .
- (f) Proposed plans for Duke Street have been shared with Liverpool City Council Officers and all are in agreement with the design regarding parking spaces, bus stops and changes to the speed reduction measures. Waterman consultants have undertaken a Stage 1 Road Safety Audit based on the detailed design and no significant issues have been raised. LCC has agreed that Graham (LCCC Contractor) can also be appointed to undertake the stage one works for Duke Street using a 'Funding Agreement' between LCC and Merseytravel. The agreement is in preparation and only awaits estimated costs and an outline programme to be added, which were expected to be ready before the end of March. The works on speed tables and bus stops are programmed to be completed by April 2019 with further works (TRO amendments and Colquitt Street zebra crossing) to be completed by October. A revised junction layout traffic analysis has been completed for Duke Street/Upper Duke Street with the outcome yet to be discussed.

- (g) The installation of ITS (Traffic Signal Bus Priority) progresses, with 17 sets of signals on the route 86 undergoing checking, with validation of the remaining 21 signals expected to take place during March. A file containing virtual trigger points for 38 sets of signals has been prepared and sent to the bus operators and Merseytravel for consideration.

3.3 LCR Devolution Deal – alternative delivery model for bus.

3.3.1 The conclusions of the Strategic Outline Case (SOC) and progression to the Outline Business Case (OBC) were approved by Merseytravel and the Transport Committee in Quarter one and the additional funding required was secured to facilitate the development of the Outline Business Case (OBC). The development of the OBC is split into four phases with Phase one (advance preparation) having been completed during Q3 2018/19. Phase two (Option and Analytical Framework development) is scheduled to be completed during quarter four of 2018/19. Phase three (Economic and Financial Appraisal) spans quarters one and two of 2019/20. Phase four (Draft Outline Procurement Documentation) is due to be completed by the end of quarter three 2019/20. It is planned that the OBC will be finalised in Quarter 4 of 2019/20 with democratic consideration to follow.

3.3.2 Notices of intent were been published in Quarter three and data requests have now been sent out to all operators with returns expected from April 2019.

3.4 Other key work areas.

3.4.1 City Centre Enforcement - Bus Network Performance officers are at present collecting data on parking enforcement issues in and around the city centre post-Christmas. Infringements are being reported to LCC taxi licencing for action.

3.4.2 Avon and bus developments on the Wirral - Following the closure of Avon Buses in October 2018 and the award of Contract Round 308, focused on bus services in Wirral which will commence in April 2019 it is pleasing to report that Selwyn's Travel, a subsidiary of RATP Dev who provide bus services in London and Europe, has been successful in tendering for a significant number of supported service contracts. The operator is now mobilising for service delivery and has informed Merseytravel it is to take over operation of the former Avon Buses depot in Prenton. This development brings an additional operator into the Merseyside area, which is welcomed following the loss of Avon.

3.4.3 Rolling stock mock up - In April, the Bus Network Performance officers who supported the public consultation have been asked to attend a mock up stakeholder event to assist once more with visitors taking part in a technical exercise with the mock up.

3.4.4 Stops and Shelters Inspection Programme - Following a dip in customer satisfaction with the waiting environment at bus stops highlighted in the Bus Passenger Survey, the Bus Department developed a programme of stops and shelters surveys as a dedicated workstream in order to monitor and report on a range of issues that relate to customer experience at stops. This included regular quality checks on shelters across key bus corridors within Merseyside covering items such as maintenance, cleanliness and information provision.

- 3.4.5 The Bus Network Performance Survey Team - began to undertake surveys on stops and shelters across the Key Route Network in February 2019 and is now entering its second period of surveys. All matters arising have been reported for action to Asset Management. There are twelve “Stops & Shelter champions” altogether, each one dedicated to a route – they will continue to report issues as they are observed.
- 3.4.6 ETM Migration to Ticketer - All Bus operators (excluding Arriva – who are developing Ticketer themselves - and Stagecoach – who use the Vix’s system) are now signed up and plans are rolling out for complete migration to the new Ticketer system by the end of the Summer 2019. Once this process is completed, the entire LCR bus network will have contactless and mobile payment systems in place, supporting the completion of the LCR Ticketing Portal. It is anticipated that over the next 12 months there will be a significant movement away from customers paying cash for their bus journeys, which will have a number of benefits including making using the bus simpler, reducing boarding times, and working towards the ability to fare-cap, aligned with wider work being led by Transport for the North.
- 3.4.7 The opening of Newton–le-Willows station took place in January 2019 - Bus services are now using the new bus facilities, which form a high-quality, integrated transport interchange.

4. RESOURCE IMPLICATIONS

4.1. Financial

There are no financial implications resulting from this report.

4.2. Human Resources

There are no human resources implications resulting from this report.

4.3. Physical Assets

There are no implications for physical assets resulting from this report.

4.4. Information Technology

There are no implications for information technology resulting from this report.

5. RISKS AND MITIGATION

- 5.1. The Combined Authority’s Programme Management Office ensures that expenditure, milestones, risk and impact of each improvement that is delivered and is outlined in the Performance Management Framework 2018/19, is measured, monitored and reported.
- 5.2 The Alternative Delivery Options Business case process is led by an advisory team of Addleshaw Goddard (lead), Price Waterhouse Cooper and Steer and managed by a Governance structure lead by the Director of Resources.

5.3 To ensure compliance, the Combined Authority's Legal and Procurement teams have been heavily involved in the reform of the supported bus services contract and remain an integral part of the procurement process.

6. EQUALITY AND DIVERSITY IMPLICATIONS

6.1. The equality and diversity implications of individual activities have been and will continue to be fully considered as part of developing the Bus Alliance Investment plans, bus service reviews and considerations as part of the Business Case for alternative bus delivery models in alignment with the Bus Services Act 2017.

7. PRIVATE IMPLICATIONS

7.1 There are no potential privacy implications as a result of this report.

8. COMMUNICATION ISSUES

8.1. This report has highlighted activities delivered in quarter four of 2018/19 by the LCR Bus Alliance, the development of the LCR Devolution Deal in respect of improving bus services and development work in respect of Transforming Cities devolved funding. Excellent bus passenger survey results continue to endorse the approach being taken by the Combined Authority in taking pragmatic and evidenced decisions which improve the bus offer.

9. CONCLUSION

This report has highlighted activities delivered in quarter four of 2018/19 by the LCR Bus Alliance, the development of the LCR Devolution Deal in respect of improving bus services and development work in respect of Transforming Cities devolved funding. Excellent bus passenger survey results continue to endorse the approach being taken by the Combined Authority in taking pragmatic and evidenced decisions which improve the bus offer.

**MICK NOONE –
DIRECTOR OF INTEGRATED TRANSPORT**

Contact Officer(s):

Matt Goggins, Head of Bus, matthew.goggins@merseytravel.gov.uk

Laura Needham, Bus Strategy Programme Manager,
laura.needham@merseytravel.gov.uk

Liz Storey, Corporate Communications Manager, liz.storey@merseytravel.gov.uk

Appendices:

1. 2019/20 Bus Alliance Business and Investment plan
2. BPS autumn 2018 England summary report

Background Documents:

None

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**PERFORMANCE MANAGEMENT FRAMEWORK
2019/20 LCR Bus Alliance Joint Business and Investment Plan**

This schedule sets out the improvement interventions agreed between the Parties as part of the Performance Management Framework for the successful running of the LCR Bus Alliance. All improvement interventions are deemed to form part of each Party's commitments in accordance with clause 9 the agreement. The schedule is split into several sections, covering different aspects of the Partnership investment obligations. Where this schedule refers to "Operators" or "All", the intervention relates to each Party separately. Each Party shall be responsible for their own compliance with the Delivery Obligations by the relevant Milestone date. All Milestones and Delivery Obligations are intended to be contractually binding, unless stated as 'aspirational'.

Intervention Ref.	Workstream / Board	Outcome / Goal	Improvement Intervention	Delivery obligations, activity and outcome	Performance Target	Completion date	Performance Measure	Intervention Champion	Responsibility
0401	Bus Alliance Programme Board	Ensure a strong Bus Alliance across LCR	Six month delivery review of 2019/20 joint Business and Investment plan	Each party to attend a session to review performance against delivering the 2019/20 Performance Management Framework	100% of milestones to be completed within agreed budget and timescale	30-Sep-19	Percentage of milestones completed within agreed timescale and budget	Mick Noone	ALL
0402	Bus Alliance Programme Board	Ensure a strong Bus Alliance across LCR	Delivery of 2019/20 joint Business and Investment plan	Each party to deliver its allocated interventions and agreed minimum level of investment as set out in the 2019/20 Joint Business and investment plan	100% of milestones to be completed within agreed budget and timescale and 100% of investment to be realised.	31-Mar-20	No. of milestones completed within agreed timescale and budget	Mick Noone	ALL
0403	Bus Alliance Programme Board	Ensure a strong Bus Alliance across LCR	Development of 2020/21 Business and Investment Plan	Each Party to attend a Business Planning Session to identify the priorities to be taken forward in the 2020/21 business planning process. JAB, Stakeholder Board and workstreams to be involved in suggesting interventions.	N/A	30-Sep-19		Mick Noone	ALL
0404	Joint Alliance Board	Ensuring a strong Bus Alliance across LCR	Approval of 2020/21 joint Business and Investment plan	Approval of the 2020/21 Bus Alliance Joint Business and Investment Plan	N/A	31-Mar-20		Mick Noone	ALL
0405	All Bus Alliance	Ensuring a strong Bus Alliance across LCR	Bus Alliance governance	All parties to attend the relevant Bus Alliance programme boards, Joint Alliance Boards, Stakeholder Boards and workstream meetings as per the Bus Alliance Governance Calendar	100% attendance by all parties at all relevant meetings	31-Mar-20		Mick Noone	ALL
0406	Bus Alliance Programme Board	Ensuring a strong Bus Alliance across LCR	Expand and develop the LCR Bus Alliance	Continue to support smaller operators in becoming Associate Bus Alliance members though adopting the Associate Bus Alliance Criteria	3 new operators to join the LCR bus Alliance	31-Mar-20	Number of new operators joining the LCR Bus Alliance	Matt Goggins	Merseytravel
0407	Bus Alliance Programme Board	Changing the image of bus	Develop a five year plan for transforming the bus offer along 5 key corridors in LCR	Work in partnership with relevant bodies from across the CA to appraise options and submit a costed Full Business Case to the CA for TCF funding	Secure a minimum of £50M of investment from TCF / SIF	30-Sep-19	£'s of TCF funding allocated to improving the bus offer	Laura Needham	Merseytravel
0409	Bus Alliance Programme Board	Changing the image of bus	Transforming bus priority along key commuter corridors of the LCR	Scrutinise the delivery of the Transforming Cities phased implementation plan to deliver transformational improvements to the five priority bus corridors in the region (subject to funding).		31-Mar-20		Mick Noone	
0409	Bus Alliance Programme Board	Reducing the environmental impact of Bus Travel across the LCR	Development of an LCR Bus Alliance air quality and climate commitment	Coordinate and sign off an agreed approach to improving airquality and reducing emissions across the Liverpool City Region and how to adapt to its impacts.	Reduce carbon emissions from journeys operated by alliance vehicles by XX tonnes / %	30-Sep-19	Tonnes of carbon reduced from journeys operated by alliance vehicles	Matt Goggins	Merseytravel
0410	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Transforming bus priority along key commuter corridors of the LCR	Coordinate the delivery of the punctuality and reliability elements of the Transforming Cities phased implementation plan to deliver transformation improvements to the five priority bus corridors in the region (subject to funding).	10% decrease in journey times along prioritised routes	31-Mar-20	Journey time along each of the five key corridors	Jeanette Townson	ALL
0411	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Tackling illegal kerbside parking	Build on the results of the joint parking enforcement pilot and explore further use of PSCO powers and feasibility to bring parking enforcement in-house.	Reduction in illegally parked cars in 4 parking hotspots	30-Sep-19	Number of illegally parked cars recorded	Tony McDonough	ALL

0412	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Tackling illegal kerbside parking	Work across the CA to explore opportunities to digitalise the kerbside to encourage a more dynamic approach to parking linked with parking enforcement		30-Sep-19		Tony McDonough	Merseytravel
0413	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Install ITS Bus Priority on route 10A	Commence implementation of ITS Bus Priority on route 10A		31-Mar-20	Number of Smart Signals Installed along route	Richard Oglethorpe	Merseytravel
0414	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Development of route improvement plans for key corridors	Develop route improvement plans for two further routes on key bus corridors		31-Mar-20		Jeanette Townson	Merseytravel
0415	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Urban transport coordination	Support the KRN in assessing the feasibility of developing a LCR wide UTC with Bus Priority at its heart.		30-Sep-19		Tony McDonough	Merseytravel
0416	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Rice Lane / Orrell Lane	Implement reliability and punctuality infrastructure schemes for Rice Lane/Orrell Lane		15-Jun-19		Paul Desmet	Merseytravel
0417	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Spellow Lane/County Road	Implement reliability and punctuality infrastructure schemes for Spellow Lane/County Road		31-Jul-19		Paul Desmet	Merseytravel
0418	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	Black Bull	Implement reliability and punctuality infrastructure schemes for Black Bull		31-Oct-19		Paul Desmet	Merseytravel
0419	Improving Network Punctuality and Resilience	Improve bus punctuality and journey times	City centre Re-routing - City Centre Duke Street City centre	Removal of traffic calming measures and some loading and parking to provide an alternative bus route through the city centre		31-Oct-18		Paul Desmet	
0420	Improving Network Punctuality and Resilience	Improving data and performance systems for reporting on bus reliability	Implement EPM ETM DAS System	Phase one of the ETM DAS System to be implemented		31-Mar-20		Tony Mcdonough	Merseytravel
0421	Improving Network Punctuality and Resilience	A simple, easy to understand bus network that relies on less public subsidy	Implement Sefton Network Review	Complete implementation of outcomes of Sefton Review		30-Sep-19		Jeanette Townson	Merseytravel
0422	Improving Network Punctuality and Resilience	A simple, easy to understand bus network that relies on less public subsidy	Implement Liverpool Network Review	Complete implementation of outcomes of Liverpool Review		30-Jan-20		Jeanette Townson	Merseytravel
0423	Improving Network Punctuality and Resilience	Connecting Journeys	Facilitating LCCC Re-routing strategy City Centre Re-routing	Support on the development of the new Bus Hub and in implementing the Liverpool City Centre Bus Rerouting Strategy as part of Connectivity Programme as per the LCCC Programme		Tbc		Jeanette Townson	
0424	Improving Network Punctuality and Resilience	Connecting Journeys	City centre Re-routing - Shuttle	Work with LCCC to implement cross city travel as part of the connectivity Programme		Tbc		Jeanette Townson	Operators
0425	Improving Network Punctuality and Resilience		Creating a joint approach to dealing with major events and disasters	All parties to develop and agree a common approach for the role of bus in supporting major event and disaster management		31-Mar-20		Tony McDonough	ALL
0426	Improving Network Punctuality and Resilience	Ensuring a resilient network	Planning for Bus	Work in partnership with the CA to develop planning guidance to make space for bus in new developments		31-Mar-20		Steve Cook	
0427	Improving the Customer Journey	Improving the modern image of bus, making bus the option of choice	Transforming bus priority along key commuter corridors of the LCR	Coordinate the delivery of the relevant elements of the Transforming Cities phased implementation plan to deliver transformation improvements to the five priority bus corridors in the region (subject to funding).		31-Mar-20		Rob Jones	ALL
0428	Improved Customer Journey	Improving the modern image of bus, making bus the option of choice	Provision of new buses	Provision of new buses in accordance with agreed investment Plan		31-Mar-20		Howard Farrell	Operators
0429	Improved Customer Journey	Improving the modern image of bus, making bus the option of choice	Refurbishment of current fleet	Refurbishment of current fleet in accordance with agreed investment Plan		31-Mar-20		Rob Jones/Howard Farrell	Operators
0430	Improved Customer Journey	Improving the modern image of bus, making bus the option of choice	100% contactless payment	Installation of ticket machines on arriva buses to enable 100% contactless payments on All Bus Alliance services		31-May-19		Howard Farrell	
0431	Improved Customer Journey	Improving the modern image of bus, making bus the option of choice	100% contactless payment	Electronic Ticket Machines (ETM) Procurement to enable 100% Contactless payment on LCR Bus network		31-Jul-19		Paul Hart	Merseytravel
0431	Improved Customer Journey	A good onboard experience	CPC 2 driver training	Commence delivery of module two of joint CPC which incorporates hidden disabilities training		30-Sep-19		Alastair Ramsay	Merseytravel
0432	Improved Customer Journey	Connecting Journeys	Route branding and identification	Assess the feasibility of branding services on the five core bus corridors identified as part		31-Mar-20			ALL
0433	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Simplified Route maps	Develop simplified route maps for core services on the five core bus corridors identified as part part of TCF		31-Mar-20			Operators
0434	Improved Customer Journey	A good onboard experience	Cleaner buses	Review of bus cleaning arrangements and creation of second cleaning team at new bus hub		31-Mar-20		Gary Evans	Merseytravel

0435	Improved Customer Journey	Ensuring a good waiting experience	Improve lighting at bus stations, stops and shelters	Lighting upgrades at designated bus stations - Huyton and St Helens		31-Mar-20		Gary Evans	Merseytravel
0436	Improved Customer Journey	Ensuring a good waiting experience	Stops and Shelters Inspections	Mainstreaming the stops and shelter inspection trial into business as usual		30-Jun-19		Tony McDonough	
0437	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Improving Real Time Information (RTI)	Installation of new RTI screens at Queens square		30-Sep-19		Jeanette Townson	Merseytravel
0438	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Improving Real Time Information (RTI)	Installation of new RTI screens at Liverpool One		30-Sep-19		Jeanette Townson	Merseytravel
0439	Improved Customer Journey	Connecting Journeys	accessibility upgrades	Accessibility upgrades at designated bus stops (Windle Island)		31-Mar-20		Jeanette Townson	Merseytravel
0440	Improved Customer Journey	Connecting Journeys	accessibility improvements	Accessibility improvements between bus and rail connected with rolling stock		31-Mar-20		Jeanette Townson	Merseytravel
0441	Improved Customer Journey	Ensuring a good waiting experience	Life expired bus shelter replacement	Replacement of Bus shelters in accordance with H&S priority categorisation		31-Mar-20		Jeanette Townson	Merseytravel
0442	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Journey Planner Upgrade	Development of improved online journey planner to support customers in making easier journeys		31-Mar-20		Jeanette Townson	Merseytravel
0443	Improved Customer Journey	Affordable straight forward tickets	Implement agreed ticketing strategy	Once agreed all parties to sign up to and implement the agreed ticketing strategy		31-Mar-20		Gary Evans	ALL
0444	Improved Customer Journey	Ensuring accessible, simple and contemporary information about bus travel	Joint Inspectorate	All partners to commit resource to deliver Joint Inspectorate team in City Centre		31-Mar-20		Gary Evans	ALL
0445	Improved Customer Journey	Affordable straight forward tickets	Online Portal	Deliver the online portal as a method of ticket procurement		31-Jul-19		Paul Hart	
0446	Customer Development and Growth	Marketing of the Bus offer	Marketing the bus offer	Deliver Joint marketing campaign on benefits of bus		31-Mar-20	Patronage increase	Lisa Pearson	ALL
0447	Customer Development and Growth	Promotion of Bus Alliance successes and the improvements delivered	Bus Alliance PR	Support Bus Alliance in promoting milestones achieved across all workstreams		31-Mar-20		Liz Storey	ALL
0448	Customer Development and Growth	Gathering Insights and intelligence to inform activity	Customer engagement	Implementation of a digital consultation platform to engage customers		30-Sep-19		Paula Ellis	Merseytravel
0449	Customer Development and Growth	Gathering Insights and intelligence to inform activity	Research / behaviour change study/ Focus groups	Commission focus group studies and surveys to gather insights on expectations and behavioural change of bus users and non users - as per Bus Alliance Customer Engagement Plan		31-Mar-20		Paula Ellis	Merseytravel
0450	Customer Development and Growth	Marketing the Bus offer	Simplified route maps	Development of simplified route maps for routes along key corridors		31-Dec-19		Laura Needham	ALL

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BUS ALLIANCE: 2019/20 INVESTMENT PLAN (Fixed Investment)

REF	Bus Alliance Programme Board	MERSEYTRAVEL / LCR CA			ARRIVA			Stagecoach			Total		
		PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O
0407	Develop OBC and five year plan for transforming the bus offer along 5 key corridors in LCR	315,000									315,000		
	TOTAL	£ 315,000			£ -			£ -			£ 315,000		

REF	Improving Network Punctuality and Resilience	MERSEYTRAVEL			ARRIVA			Stagecoach			Total		
		PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O
0413	Commence implementation of ITS Bus Priority on route 10A	£ 150,000									£ 150,000		
0416	Implement reliability and punctuality infrastructure schemes for Rice Lane/Orrell Lane	£ 360,000									£ 360,000		
0417	Implement reliability and punctuality infrastructure schemes for Spellow Lane/County Road	£ 194,000									£ 194,000		
0418	Implement reliability and punctuality infrastructure schemes for Black Bull	£ 387,000									£ 387,000		
0419	City Centre Duke Street	£ 143,000									£ 143,000		
0420	Implement new contract management system	£ 120,000									£ 120,000		
0423	Refurbishment of tunnels building for bus hub	£ 20,000									£ 20,000		
	TOTAL	£ 1,374,000			£ -			£ -			£ 1,374,000		

REF	Improving the Customer Journey	MERSEYTRAVEL / LCR CA			ARRIVA			STAGECOACH			Total		
		PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O
0428	Provision of new buses in accordance with agreed investment Plan						£ 2,000,000				£ -		£ 2,000,000
0429	Refurbishment of current fleet in accordance with agreed investment Plan				£ 350,000			£ 95,000			£ 445,000		
0430	100% contactless payment - Bus Alliance (Arriva)						£ 3,000,000				£ -		£ 3,000,000
0431	ETM Procurement	£ 1,051,867									£ 1,051,867		
0434	Joint Cleansing Regime	£ 15,000			£ 9,600			£ 6,900			£ 31,500		
0435	Lighting upgrades at designated bus stations	£ 25,000									£ 25,000		
0437	Installation of new RTI screens at Queens square			£ 150,000							£ -		£ 150,000
0438	Installation of new RTI screens at Liverpool One	£ 100,000									£ 100,000		
0439	Accessibility improvements at Windle Island	£ 90,000									£ 90,000		
0440	Accessibility Upgrades in connection with Rollingstock	£ 200,000									£ 200,000		
0441	Life expired bus shelter replacement	£ 74,000									£ 74,000		
0442	Journey planner upgrade	£ 120,000									£ 120,000		
0444	Joint Inspectorate	£ 270,000			£ 200,000			£ 35,000			£ 505,000		
0445	Online Portal	£ 109,725									£ 109,725		
0446	General Bus Stops	£ 30,000									£ 30,000		
	TOTAL	£ 2,085,592			£ 559,600			£ 136,900			£ 2,782,092		£ 5,150,000

REF	Customer Development and Growth	MERSEYTRAVEL			ARRIVA			STAGECOACH			Total		
		PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O
	Total contributions to be split between :	£ 200,000			£ 200,000			50,000			£ 450,000		
0446	Deliver Joint marketing campaign on benefits of bus*												
0447	Bus Alliance PR										£ -		

0448	Implementation of a digital consultation platform to engage customers	£ 12,000								£ 12,000		
0449	Research / behaviour change study/ Focus groups									£ -		
0450	Development of simplified route maps for routes along key corridors											
TOTAL		£ 212,000			£ -				£ -		£ 12,000	

TOTAL EXPENDITURE BY WORKSTREAM		MERSEYTRAVEL			ARRIVA			STAGECOACH			Total		
		PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O	PLANNED	ACTUAL	C/O
	Bus Alliance Programme Board	£ 315,000			£ -			£ -			£ 315,000		
	Improving Network Punctuality and Resilience	£ 1,374,000			£ -			£ -			£ 1,374,000		
	Improving the Customer Journey	£ 2,085,592			£ 559,600			£ 136,900			£ 2,782,092		£ 5,150,000
	Customer Development and Growth	£ 212,000			£ -			£ -			£ 212,000		
TOTAL		£ 3,986,592			£ 559,600			£ 136,900			£ 4,683,092		

Last updated by: Laura Needham

On: 28.02.2019

Notes: Carry over funding will be added after 2018/19 year end and approved at the Bus Alliance Programme Board on 8th April

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