

LIVERPOOL CITY REGION COMBINED AUTHORITY

To: The Chair and Members of the Transport Committee

Meeting: 16 January 2020

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 update the Transport Committee on key bus issues relating to the third quarter of 2019/2020.
- 1.2 Specifically, the report will provide Members with information on progress to deliver the Bus Alliance Business and investment plan in the third quarter of 2019/20, progress on developing the commitment of the LCR Devolution Deal in respect of improving bus services and other key deliverables of the Bus Team.

2. RECOMMENDATIONS

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

3. BACKGROUND

3.1 LCR Bus Alliance

- 3.1.1 The milestones and Key Performance indicators of the LCR Bus Alliance are laid out in the Performance Management framework 2019/2020, along with the 2019/20 investment plan.
- 3.1.2 In quarter three of 2019/20, the following milestones have been completed or there has been significant progress made:
 - (a) Consultants Waterman continue to progress the Green Routes Commission and this quarter have held a number of workshops with Bus operators and the Local Authorities of Sefton, St Helens, Knowsley and Liverpool to review routes and discuss the long list of bus priority interventions proposed, along with bus interchange requirements, where applicable. A scope for additional works required to reach Outline Business Case (OBC) has been agreed, with the proposed date for its completion being 20 April 2020.

- (b) Work is progressing on the implementation of Intelligent Traffic Signalling (ITS) bus priority on route 10A between St Helens and Liverpool City Centre. Benefits of this project will begin to be realised by the end of quarter four, before reviewing lessons learnt and rolling out the technology on route 53 in 2020/21.
- (c) Work is continuing with the implementation of the Bus Rerouting Strategy as part of the LCC Connectivity Programme.
- (d) A six week 'Opportunity to Comment' was launched to enable stakeholders, bus users & general public to feedback on the proposed changes. There was a high level of interest in the proposals and they attracted over 1700 comments and key stakeholder interest. These comments have been used to help inform the finalised rerouting strategy.
- (e) Work has commenced on Duke Street to remove traffic calming measures and some loading and parking to provide the required alternative route through the city centre. This milestones is on track to be completed by the end of Quarter three. Construction of the City Bus Hub is largely complete and subject to leasing arrangements and testing will be available for buses to use in Quarter four.
- (f) Due to further consideration of bus priority measures on Hanover Street the changes to city centre routes planned to be introduced in January 2020 will now take place at a later date in 2020.
- (g) The LCR Planning Team are in the process of contacting the Bus Alliance members to seek their views on the potential inclusion of public transport requirements and issues that may need to be reflected or considered within the developing Spatial Development Strategy (SDS).
- (h) New real time information screens have been installed at each stand in Queen Square bus station with a further rollout out of screens planned stage for Liverpool One Bus Station.
- (i) The Better by Bus campaign "We cannot wait to tackle climate change" continues to raise awareness of the local and global environmental benefits travelling by bus can bring and has been pursuing ideas around living and edible bus stops.

3.1.3 Development of the 2020/21 LCR Business and Investment Plan began on Wednesday 25 September and is due to be signed off by the Joint Alliance Board on Tuesday 3 March 2020.

3.2 The LCR Devolution Deal – alternative delivery model for bus

3.2.1 A vision for bus has been developed which intends to tackle issues identified by customers, further support the aims of the Bus Strategy, capture new innovations and technology in the sector and region, and better recognises

the important role of bus services in supporting the LCR's economic and social priorities along with improving air quality through greener buses and modal shift from car. This vision for bus was approved by the Liverpool City Region Combined Authority in July 2019.

3.2.2 The focus of quarter three has been to continue engagement with operators in order to understand to what extent the vision for bus could be delivered through an enhanced partnership or the LCR Bus Alliance (the Reference Case). This has been progressed through a series of 1:1s and group meetings with operators supported by written returns. Development of the five cases of the Outline Business Case has been progressing.

3.2.3 A draft of the OBC has been received by Merseytravel on 18 December 2019. It is anticipated that a report seeking endorsement of a leading option for bus reform and to seek approval to progress to the next phase of the process will be considered by the Members of the Combined Authority on 28 February 2020.

3.3 Other key work areas and achievements

Electronic Ticket Machine (ETM) Roll out

3.3.1 The use of contactless as a method of payment on bus has risen steadily since the installation of new Electronic Ticket Machines (ETMs) in July on all buses operating across the LCR Network. Initial uptake has been very positive and, as of the end of November, the total EMV (Electronic MasterCard and Visa) sales on bus across supported services on the LCR network has reached 13.28% of all transactions. Within the same period, Arriva have seen a 25% per cent uptake in contactless payments and Stagecoach a 29.3% percent uptake in contactless payments as a percentage of all transactions.

3.3.2 On bus vinyls have been produced and distributed to operators of supported bus services to ensure that the option of contactless payment is clearly communicated to bus users.

3.4 RTI Punctuality and Reliability

RTI System Accuracy has improved dramatically since the installation and roll out of the new ETMs. The average figure for November was 95.2%.

3.5 TravelSafe initiatives

3.5.1 Operation Banger is a long standing initiative which TravelSafe delivers in partnership with bus operators and Merseyside Police to tackle antisocial behaviour on and around the bus network during the week around Halloween, a period where high levels of vandalism and Anti-Social Behaviour are observed. The operation includes dedicated patrols and diversionary activities designed to keep passengers and drivers safe and to reduce incidents on the network. Activates for this year's operation banger have now concluded. It was a difficult series of operations this year that resulted in several routes being suspended or temporarily withdrawn. An

official debrief is planned for the end of November and the agreed outcomes of this will be shared.

3.5.2 Operation Mosca is a joint Merseytravel and Merseyside Police initiative which has been running for two years through the TravelSafe scheme. It targets illegal parking by motorists in bus stops and layover facilities that would otherwise create safety and operational difficulties for the travelling public and bus drivers. The Scheme uses children from local schools as with a mini court on a dedicated bus. A magistrate is in session on each bus and drivers can be issued with fines and / or warnings on the spot. There have been three successful operations since the return of the schools in September and a total of nine drivers have been cautioned with regards to illegal parking in bus stops. The next operation will be of a high profile as it falls within the Christmas Enforcement period in the city centre on 13 December.

3.5.3 Red Umbrella is a new project which works with Merseyside Police Federation (Merpol) and a local charity to tackle hate crime and improve the health and wellbeing of communities in the Anfield area. The first operation took place in October and resulted in a significant positive intervention for the charity and Merseyside Police, the plan has been reviewed and the second operation successfully undertaken. A total of six interventions were made during the November operation.

3.6 Stops and Shelters Inspection Programme

3.6.1 An enhanced programme of checks on the cleanliness and standards of the stops and shelters on the LCR bus network infrastructure is now carried out. These stops and shelters are predominantly on the key route network or well patronised locations. The monthly resource for this inspection programme has doubled since originally implemented and now over 40% of this infrastructure is part of a regular audit regime. A review of the standards of compliance checks to ensure they are correct and fit for purpose takes place with asset management in November.

3.6.2 Bus is averaging 1600 checks on shelters per month and on average 38% of those inspected require some form of rectification works to be completed or resolved. These have predominately been cleaning issues, maintenance issues (mostly burning to poly carbonate within the timetable frames) or customer information issues (ie missing timetables).

3.7 Christmas Traffic Enforcement

The implementation of the Christmas Traffic Enforcement plan commenced on 28 November and mirrored last year's activities to keep the bus network moving in and around the city centre during the festive period and tackle illegally parked vehicles.

3.8 Contract Management Procurement

Procurement for the new system closed on the North West Procurement Portal on 23 December, with four bids received. Evaluation took place on 6th and 7th January

and a report for approval, subject to successful bids is expected to go to Merseytravel for approval on 13 January 2020.

3.9 Customer Information

3.9.1 The Customer Information team have been continuing the work on processing the updating of information due to bus service changes as part of the calendar of change dates along with preparation of material detailing the public transport offer over the festive period. This information was available from 4 December through all channels.

3.9.2 Work implementing the outcome of the provision of information update report continues as expected with 28 outlets retaining bus timetable leaflets until April 2020. Progress continues on introducing alternative information sources at bus station locations.

3.10 Bus and Customer Information Comments

3.10.1 A total of 149 comments were received by Bus in the first month of quarter three (October) with 138 of them being replied to within the 14 day window. 10 were still outstanding at the end of the month. Customer Information received 41, of which 39 were responded to within 14 days, and the other 2 remaining open.

3.10.2 Comments and feedback received have been grouped around the following themes:

- (a) Continuing feedback from the Bus Rerouting opportunity to comment;
- (b) diversion of the 133 due to the closure of Boyes Brow;
- (c) diversion of school buses around Wirral due to tree issues ;
- (d) Huyton Travel and Selwyns journeys which had not operated;
- (e) missing timetables; and
- (f) disruption notices and alternative operating arrangements in relation to Victoria Street and Sir Thomas Street works.

3.11 National Transport Awards 2019

The LCR Bus Alliance was the winner of the “Improvements to Bus Services” award at the National Transport Awards 2019 in London in October.

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 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 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

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

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

8. COMMUNICATION ISSUES

- 8.1 A communications plan to support City Centre Bus Routing is in place, which will include bus operators and Liverpool City Council.
- 8.2 The LCR Bus Alliance has a joint communications strategy and the Bus Team works closely with colleagues in Corporate Communications and Corporate Engagement. Some of the items mentioned above have been subject to separate communications

9. CONCLUSION

This report has highlighted activities delivered in quarter three of 2019/20 by the LCR Bus Alliance and the Bus Team, and the commitment of the LCR Devolution Deal in respect of improving bus services.

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Appendices:

None

Background Documents:

None