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**To: The Business, Economy and Enterprise Scrutiny Board (3)    Date: 25 February 2015**

**Subject: Public Transport**

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**1 Purpose of the Note**

- 1.1 To update Members of the Business, Economy and Enterprise Scrutiny Board (3) on the current bus services in Coventry

**2 Recommendations**

- 2.1 The Business, Economy and Enterprise Scrutiny Board are recommended to:
- i) Note the content of the report.
  - ii) Identify any recommendations for the appropriate Cabinet Member.

**3 Information/Background**

- 3.1 Centro works to ensure everyone benefits from an effective transport system that meets the economic and environmental needs of the region, as well as providing access to jobs, finding innovative ways to help reduce congestion and offering seamless connections for people and goods.
- 3.2 Across the Country road based public transport is defined as a bus service that is open for any member of the public to use and that the user pays a separate fare for that travel whether personally or on their behalf in the case of concessionary travel holders

**4 Key Facts about Bus Services in Coventry**

- Bus reliability in Coventry currently stands at 98.0% which is above the West Midlands average of 96.7% and currently the highest of the districts
- Overall bus customer satisfaction in Coventry is running 81% who are Satisfied or very satisfied with the bus network
- 19.6 % of all subsidised bus journeys operated in the West Midlands are in Coventry and Centro spends around £1.56M per year on these services
- 12% of all registered users of Ring and Ride live in Coventry and they make 13.6% of all trips made across the West Midlands
- All bus services in Coventry are operated by low floor wheel chair accessible buses apart from service 30 which will be from 26<sup>th</sup> April.
- There are a total of 1430 bus stops in Coventry and 450 have Real time passenger information scenes and 550 have bus shelters.
- There are 53,083 active English Travel Concessionary Scheme cardholders of living in the Coventry area. (out of 537,000 card holders across the Centro area)

4.1 Back in 2011 in response to general concerns that the Coventry bus network did not meet user requirements Centro undertook a fundamental bus network review in city (along with a number of others across the Centro area). This was in conjunction with the bus operators, City Council, elected Members, users and other key stakeholders.

The new network was launched in February 2012 and included:

- More buses between the rail station and the City Centre
  - Improved links to the Coventry and Warwickshire University Hospital
  - Generally a more simple network of routes that are easier to understand
  - Increased frequencies on many radial corridors of less than every 10 minutes eg London Road every 7-8 minutes and Foleshill Road every 5 minutes
- 4.2 A key output was the creation of a voluntary multilateral bus partnership agreement for Coventry. Partners to this are Centro, Coventry City Council, the bus operators, Warwick University and the Coventry and Warwickshire University Hospital. This has proved to be one of our strongest of the partnerships Centro has and has resulted in a series of very real quality improvements like more new buses, more real time passenger information displays, and a Coventry area all operator smartcard ticket.
- 4.3 Since 2012 Centro has monitored the satisfaction of passengers, in addition to patronage and bus reliability and punctuality in Coventry. This currently running at 81%, an increase of 8 percentage points since the baseline survey took place prior to the review 2012. Significant improvements were noted with the at stop cleanliness, lighting and graffiti, driver helpfulness, and information provision.

The Coventry Network Review results are presented in the table below;

<b>COVENTRY</b> <b>Review Date: 26/02/2012</b>	Baseline Year Mar 12 to Feb 13	Year 1 Mar 12 to Feb 13	Year 2 Mar 13 to Feb 14	Year 3 Mar 14 to Feb 15
<b>Overall Customer Satisfaction</b>	73%	80%	83%	81%
<b>Overall comfort while waiting for the bus</b>	70%	83%	85%	82%
<b>Overall comfort while travelling on bus</b>	84%	88%	91%	84%
<b>Overall driving and drivers behaviour</b>	-	83%	88%	84%
<b>Value for money</b>	49%	54%	60%	64%

## **5 Bus Reliability and punctuality**

- 5.1 Bus reliability in Coventry currently stands at 98.0% which is above the West Midlands average of 96.7% and currently the highest of the districts. This was helped by the introduction of new buses in the area. Services improved through the Coventry Network Review saw a peak of 99.3% reliability in late 2013.
- 5.2 **Punctuality** National standards are set by the Traffic Commissioner who licenses bus operation that all bus services should operate no more than 1 minute early and 5 minutes late. In Coventry bus punctuality in currently stands at 79.3% which is slightly below the West Midlands average of 80.4%. Some of this is put down to the many sets of road works currently across the city

## 6 Supporting our most vulnerable members of society

- 6.1 Supporting our most vulnerable members of society is integral to the work which Centro funds within Coventry and the rest of the West Midlands. Providing access to opportunities and enabling people to visit friends, go shopping or access leisure facilities brings immeasurable social, mental and physical benefits to many people
- 6.2 The West Midlands Concessionary Pass for Senior Citizens, Blind and Disabled residents provides mobility options for 53,083 active cardholders living in the Coventry area. The West Midlands' Rail and Metro Concession extends the free Bus Concession to trains and the tram, allowing West Midlands' Senior Citizens and qualifying blind and disabled pass holders to the same level of travel opportunities on these modes as well as bus
- 6.3 According to the latest demographic data available there are approximately 54,000 children in Coventry aged between 5 and 18, most of whom will be eligible for Child Concessions

## 7 Summary of Centro supported Local Bus Services in Coventry

- 7.1 Centro procures and oversees subsidised bus services operating in the Coventry area which equates to 16.8% of the total subsidised bus services annual budget. This represents 19.6 % of all subsidised bus journeys undertaken in the West Midlands. The routes which are subsidised are set out in the table below and cost around £1.56M per year

Service No.	Operator	From	To	Via	What Centro pays for
1	National Express	Chapelfields	Brade Drive	City Centre and Hospital	Whole service
3	National Express	City Centre	Fenside	Dillotford avenue	Evening and Sunday service
4	National Express	Arena Retail	Hospital	Holbrook Lane and City Centre	Evening service between Arena Retail Park and City Centre
5	National Express	Tile Hill South	Arena Retail	City Centre and Coundon	Torrington Avenue, also Jubilee Crescent to Arena Retail Park
6 + 6A	National Express	Tanyard Farm	Little Heath & Victoria Farm	Tile Hill and City Centre	Evening and Sunday service between Stoke Heath, Little Heath and Victoria Farm
Service No.	Operator	From	To	Via	What Centro pays for
7	National Express	City Centre	Brownhill Green	Coundon	Evening and Sunday service between Coundon and Brownhill Green

8 + 8A	National Express	Rail Station	Wood End	Ansty Road	Evening and Sunday service between Rail Station & Bus Stn
9 + 9A	National Express	Finham	Hospital	Rail Station and Ansty Road	Off peak service, evenings & Sun between Finham and Rail Station
10	National Express	Eastern Green	Bell Green	City Centre and Stoke Heath	Evening and Sunday service between Stoke Heath and Bell Green
16	National Express	Keresley	Hospital	City Centre and Stoke Aldermoor	Certain journeys between Keresley Vill & Keresley Gn. Stoke Aldermoor to the Hospital
18 + 18A	National Express	City Centre	Tile Hill South	Canley	Diversions via Cannon Park shops, also Charter Avenue to Tile Hill sth
27	WMSNT	City Centre	Willenhall Middle Ride	Whitley	Whole service
30	Community Tpt	City Centre	Lenton's Lane	Court House Green	Whole service
41	WMSNT	City Centre	Stonehouse Estate		Whole service
42	National Express	City Centre	Coundon	Moseley Avenue	Whole service
47	WMSNT	City Centre	Canley and Cannon Park		Whole service
82	Signature Johnsons	Coventry	Solihull	Meriden	Whole service
87	Signature Johnsons	Coventry	Balsall Common	Westwood Heath	Whole service
360	De Courcey	City Circle		Hospital, University, and Arena Retail Park	Whole service
703	De Courcey	Hospital	Arena Retail	Bell Green and Potters Green	Evening and Sunday service
900	National Express	Coventry	Birmingham	Meriden	Part evenings and Sundays

- 7.2 Centro has managed to maintain frequencies including evening and Sunday services despite pressures on the budgets through close working with the bus operators. This is unlike many local authorities across the Country like Warwickshire where they have seen major cuts in especially evening and Sunday bus services because of major cuts in the funding they have available.

## **8 Ring and Ride**

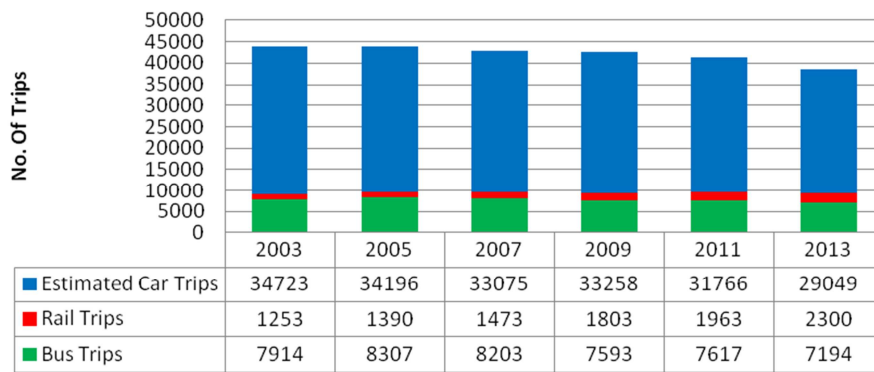
- 8.1 Ring and Ride is a door-to-door accessible transport service operating throughout the West Midlands. It operates 0800-2300, six days a week, (not Christmas Day and Bank Holiday Mondays), and is run by a charity, Ring and Ride West Midlands, which receives funding from Centro. Generally, to become a registered user of Ring and Ride, you must find it difficult or impossible to use conventional public transport and be resident in one of the seven districts of the West Midlands. 12% of all registered users live in Coventry and they make 13.6% of all trips made.

## **9 Infrastructure**

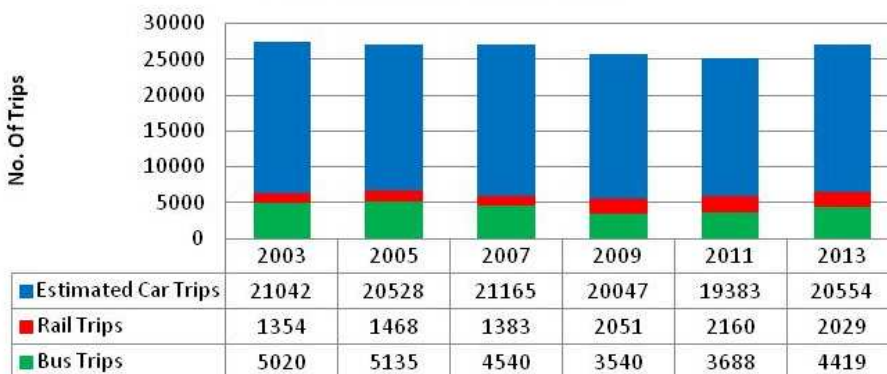
- 9.1 There are a total of 1430 bus stops in Coventry and 450 have Real time passenger information screens and 550 have bus shelters.
- 9.2 Centro owns and operates the 20 stand Pool Meadow Bus Station (3 of which are used by long distance coach services). This has around 79 bus departures an hour.
- 9.3 All bus stops have bus stop flags and information and this is funded largely by a recharging scheme that the bus operators pay for with Centro administrating and updating the information. Centro with financial help from the bus operators provides comprehensive bus timetable leaflets that are available from a number of key location like libraries but also at the Travel shop in Pool Meadow Bus station. As well as being available as printed material this is also available on the web and via phone apps
- 9.4 Centro and National Express jointly fund a cleaner at Pool Meadow Bus Station to specifically clear rubbish off National Express bus whilst they are in service.
- 9.5 Centro is also working with both University of Warwick and University Hospital (Walsgrave) to build new larger bus interchanges on their respective sites.
- 9.6 In addition to the all operator partnership agreement for Coventry Centro also has a Centro wide agreement with National Express. In Coventry this resulted in around 20 new buses in Coventry last year and more to come this year, additional driver training, agreed cap on annual fares rises and the service 900 will be the first 'Platinum' hi-spec route this summer with audio visual announcements, Wi-Fi etc.

## **10 Coventry Modal Share**

- 10.1 The Graph shows the modal share of trips into Coventry City Centre during the morning peak



10.2 The Graph shows the modal share of trips out of Coventry City Centre during the morning peak



## 11 Rail Station Connectivity

- 11.1 The use of Coventry Rail Station is continuing to grow and has some of largest increases in users outside of London. There is currently a package of measures being implemented to improve access capacity for users at the station to meet this growth.
- 11.2 Centro and Coventry City Council are continuing to jointly work to ensure connectivity between rail services; the bus services: the new Friargate development and the wider city at Coventry rail station are improved.
- 11.3 A temporary bus interchange is currently being constructed on the site of the former Starley House next to the rail station. This will open in April and will allow the area outside the rail station currently being used by buses to be given over to the construction of a new pedestrian boulevard into the city centre.
- 11.4 Discussions are ongoing about the planned more permanent and larger bus interchange which will be provided at the rail station to cater for projected growth in both rail use and those wanting to access the new Friargate development

## 12 Background to who Centro is

- 12.1 Centro is responsible for delivery of public transport in the West Midlands and is largely funded and represents the seven metropolitan councils of the West Midlands: Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton. This largely revenue funding comes through a levy and is proportionally based on the population size of each district. The following table shows the total levy of £138.7M for the current financial year is divided

	Population	Levy £M	%
Birmingham	1,085,417	54.5	39.3%
Coventry	323,132	16.2	11.7%
Dudley	313,589	15.7	11.3%
Sandwell	311,304	15.7	11.3%
Solihull	207,380	10.4	7.5%
Walsall	270,924	13.6	9.8%
Wolverhampton	250,970	12.6	9.1%
	2,762,716	138.7	100%

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