



To:

Transport and Infrastructure Development Scrutiny Board (6)

Date:

30th January 2013

Subject: Bus Network Update

1 Purpose of the Note

- 1.1 The purpose of this note is to provide information to members of the Transport and Infrastructure Development Scrutiny Board with some information on the current work, projects and priorities of Centro

2 Recommendations

- 1) The Transport and Infrastructure Development Scrutiny Board are recommended to consider the content of this note and any further discussion at the meeting
- 2) Identify any comments or recommendations for Members or officers to support the development of this work further

3 Information/Background

3.1 Voluntary Multi-operator Agreement (VMA)

The City Council is a signatory to the Coventry VMA, the instrument to draw operators, Centro and the City Council into a partnership to improve and develop the local bus network and how it is delivered and presented. Attached to the VMA is an Agreement Delivery Plan with 40 items. Monitoring of progress on delivery of these items indicates there has been useful progress on a number of fronts.

- i. Passenger satisfaction surveys on 18 different attributes indicates no change on 3 items, and significant improvement in 15 items over the last 12 months;
- ii. Reliability, at 98.3%, has improved marginally but remains significantly better than the rest of the West Midlands;
- iii. Punctuality, at 82.3% on time, has improved over the last 12 months from 80.1%, and remains significantly better than the rest of the West Midlands;
- iv. Progress has been made on establishing a Coventry area multi-operator ticket. It is hoped to launch a Coventry n-bus ticket from 1 April 2013;
- v. A pilot initiative to carry out in-bus cleaning at Pool Meadow bus station was launched in December and, so far, appears to be working well and to be appreciated by passengers;

- vi. The operators committed to continuing investment in their vehicles. Significant numbers of new vehicles were delivered last year. The next influx of new vehicles is expected to be placed on the services 8 and 9 over the next three months;
- vii. As well as working to further driving up both usage and customer satisfaction on the bus network the VMA has commitments from the bus operators to improve the engine emission standards so as to contribute to addressing air quality issues within Coventry.

3.2 Pool Meadow

The additional entrance/exit from Hales Street direct into the bus station is due to open on-time on 27th January. Also due to open at the same time is the contra-flow bus and cycle lane under the ring road from White Street to Hales Street.

A substantial number of additional services will start to use Pool Meadow from 11th February including all those services currently using the Fairfax Street stop 'Stand V'. On-going discussion with operators is expected to result in some additional services using Pool Meadow from 10 March, and yet more from 28 April.

3.3 Trinity Street

It is recognised the current arrangements on Trinity Street are not satisfactory for bus passengers, bus operators, or other highway users. The City Council is undertaking some feasibility work jointly with Centro to establish what solutions might be available. It is hoped a report will be delivered by the end of March. It should then be possible to agree a way forward to establish a convenient and attractive bus stopping facility. The level of funding required to achieve this improvement is not yet known, and no Centro or City Council funding has yet been allocated.

3.4 City Centre Wayfinding

Centro is interested in the scope for utilising its experience in Birmingham in creating a connected city and a walkable city through wayfinding information and guidance. Centro has secured some EU funding that will permit an overall approach and strategy to be worked up, and an initial phase of work to be implemented in the City Centre, possibly focussing on the cluster of bus stops in Corporation Street and adjacent to IKEA.

3.5 University Hospital Coventry

The UHCW NHS Trust has prepared an Access Strategy, and at the time of drafting were preparing to submit a planning application for the identified measures. Centro and the City Council were extensively consulted in the drawing up of the strategy. Key outputs are a circulation system for buses that will be largely segregated from cars, and a new larger bus interchange. The key outcome should be the elimination of the current erratic but frequently severe delays that occur at the site. In turn this will encourage more staff, visitors and patients to use bus, and encourage operators to improve links to the Hospital.

3.6 Network Development

The Bus Network Review was implemented in February 2012. There has, however, been further development of the network since that date to help address outstanding issues, including:

- i. Service 1. From 21 October this service has been extended and now embraces Tile Hill North (Jardine Crescent) through to the Hospital and Brade Drive via Chapelfields, Earlsdon, Binley Road and Hipswell Highway;
- ii. City Circle. Following De Courcey's successful tender for the 801 service they are finalising their plans to develop this into a full Circle service to be launched on 28 April. This should help address a number of issues regarding orbital access and will, for example, increase choice regarding direct links between the Hospital and Tile Hill; and
- iii. Service 20A. National Express confirm it is their intention to extend the service 20A from Bell Green to the University Hospital at Walsgrave via Henley Road. This will help address concerns regarding links between Henley Road and Henley College and the City Centre. It will operate via Windmill Road and Foleshill Road.

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