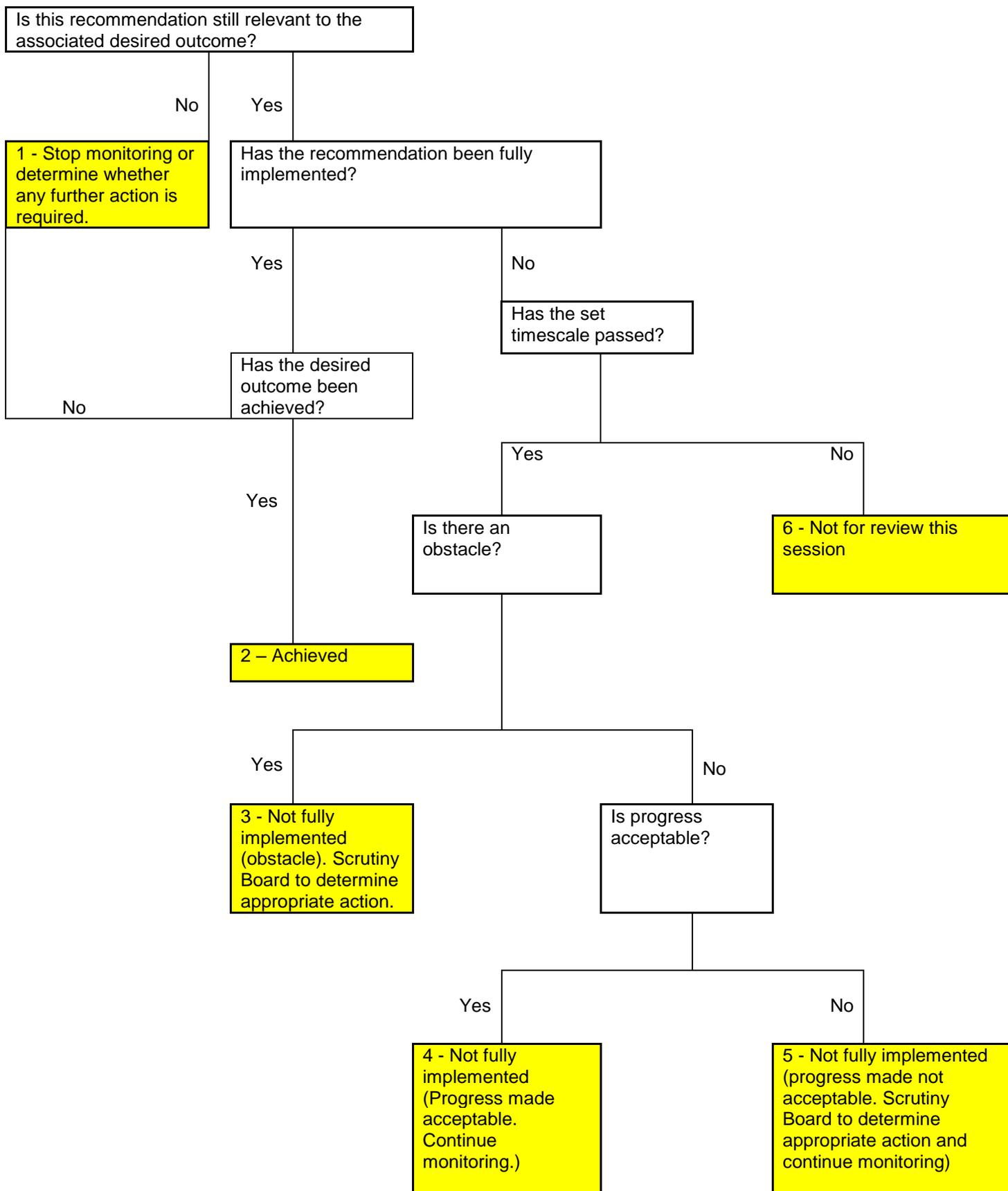


Recommendation tracking flowchart and classifications:
Questions to be considered by Scrutiny Boards



Position Status Categories

- 1 - Stop monitoring or determine whether any further action is required
- 2 - Achieved
- 3 - Not fully implemented (Obstacle)
- 4 - Not fully implemented (Progress made acceptable. Continue monitoring)
- 5 - Not fully implemented (Progress made not acceptable. Continue monitoring)
- 6 - Not for review this session

Given the significant impacts of COVID -19 on the provision and funding of bus services, the Director of Transport Services (WYCA) has provided a brief update in this regard as appendix 1 to this report.

Desired Outcome – To improve bus services to the public through improved accountability and competition.

Recommendation 1 – That the Director of Transport Services (WYCA) explores how existing legislation and powers recently provided in the Bus Services Act could be utilised:

- a) To enhance the responsiveness and accountability of bus operators to local communities.
- b) To open up the bus service market to new competitors and to promote competition in Leeds and the West Yorkshire region.

The findings and conclusions are to be reported to the Scrutiny Board (City Development) in the first quarter of 2018.

Formal response (19 July 2017):

The Directorate support this recommendation and will work with WYCA to form a detailed understanding on the provisions and opportunities offered by the Bus Services Act and due course the anticipated secondary legislation and regulations yet to be published. It recognised as WYCA have advised that there is a breadth of other pertinent legislation and legal powers including those related to accountability and competition.

Current Position (October 2020):

Subsequent to the last meeting, the Bus Alliance has been established and all parties have signed a partnership agreement based upon the commitments set out in the November update. Separate district agreements are being developed including one for Leeds which reflects the joint commitments made within the Leeds Public Transport Improvement Plan. The Bus Alliance has established a detailed work plan, the latest version is provided with the papers to this meeting as Appendix 5.

From April 2021, the West Yorkshire Combined Authority will become a mayoral authority. This changes the status of the Authority under the Bus Services Act enabling it to progress plans for bus franchising should it choose to do so. Initial work has started on evaluating this as an option should it become the case that progress cannot be made through partnership.

Position November 2019

On the 5 July 2019 Transport Committee approved the establishment of a voluntary partnership with bus operators with a view to migrating to a statutory partnership model

as it matures. The table below provides a summary of the themes, work streams and commitments of the Alliance jointly agreed with bus operators.

Theme	Work Stream	Commitments
Customers at the Heart	Network Legibility	Single clearly identifiable brand
	Ticketing and Retail	Account based ticketing
	Ticketing and Affordability	Simple fares structure and fare offers for young people
	Travel Information	Live journey planning information, real time and disruption collaboration
	Customer Service	Consistent customer service offer, improved on board bus customer facilities
	Communication and Engagement	Promotional engagement to encourage behavioural change
Keeping Buses Moving	Highway Infrastructure	Highway Improvement Programme to reduce journey times, congestion relief programme, improved bus waiting infrastructure, development of a Transport Coordination Centre
	Service Provision	Extended operating hours, Review of the bus network structure, improved network security, better emergency planning, major highway events planning and resilience
A Sustainable Bus Network	Clean Bus Technology	Delivery of a clean bus technology programme
	Economy of the Bus Network	Better data availability, review of the economy of the bus network

Position Status 4 *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To improve bus services by reacting to direct public feedback.

Recommendation 2 – That Director of Transport Services (WYCA) provides a report, in the first quarter of 2018, to the Scrutiny Board (City Development) on how the key areas to address, raised in the AECOM report, will be or have been, resolved through the West Yorkshire Bus Strategy and West Yorkshire Transport Strategy.

Formal response (19 July 2017):

The Directorate and WYCA support this recommendation. The AECOM report provides an analysis of the feedback obtained by WYCA during the consultation on its proposed bus strategy in 2016 and the authorities will work together to understand how the key areas of service quality and performance that have been identified can be addressed through joint collaborative working.

Current Position (October 2020):

The WYCA Transport Committee has approved commitments and a work plan for the Bus Alliance which reflect the views expressed in the AECOM report.

Position November 2019

The Transport Committee has established a work plan for the Alliance aimed at delivering the objectives set out in the West Yorkshire Bus Strategy as informed by the AECOM analysis of consultation feedback prepared to inform the development of the Bus Strategy. A full copy of the work plan will be supplied to the Scrutiny Committee

Position Status 4 *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To support Bus Operators to improve bus punctuality and reliability, and to enable the Scrutiny Board to understand the wider congestion reduction strategy for Leeds.

Recommendation 3 – That the Director of City Development provides the Scrutiny Board (City Development), with a report at a future meeting which outlines the congestion alleviation plan for Leeds, including identification of areas of the City that requires priority measures, the measures due to be implemented city wide and timescales for implementation.

Position Status – Achieved as determined at the April 2018 Scrutiny Board meeting.

Desired Outcome – To identify what measures have been taken to understand the barriers to bus usage from non-users, and the action that needs to be taken to persuade non-users to change their mode of transport to bus.

Recommendation 4 – That Director of Transport Services (WYCA) and ABOWY provide the Scrutiny Board (City Development) with an update, in the first quarter of 2018, regarding the research into the barriers to bus travel for non-users, and the action to be taken to make bus travel a viable and more attractive mode of transport for non-users.

Formal response (19 July 2017):

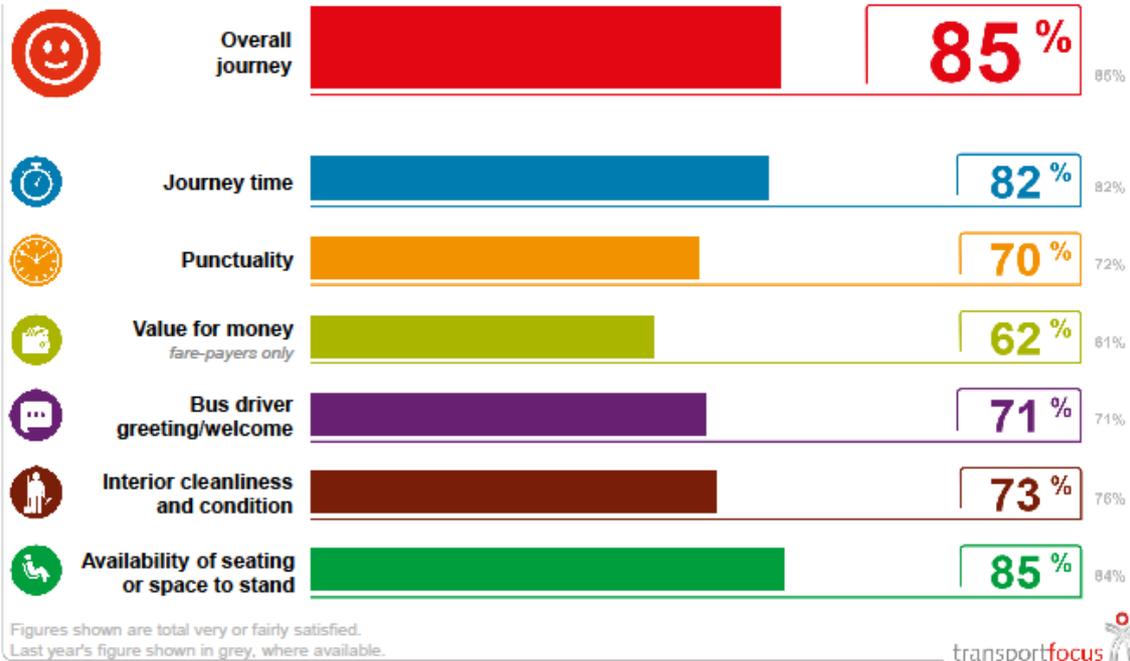
The Directorate and WYCA support this recommendation for further collaborative work and reporting aimed at securing a better understanding of the propensity for the choice of bus travel and the measures that could make bus a mode of choice for a wider section of the travelling public. The importance of participation of all bus operators through ABOWY is recognised.

Current Position (October 2020):

The 2019 Transport Focus survey was carried out in autumn 2019 with a sample size of 1631 in West Yorkshire. Overall satisfaction in our region remained at 85%, the same level as in 2018. Only 70% of those sampled were satisfied with punctuality; a fall of 2%. Satisfaction with the interior cleanliness of buses fell by 3% with most other key measures the remaining the same. The detailed results were reviewed by the Bus Alliance and actions to address were included in its work plan for 2020/21 the latest version is included with these papers.

The headline results are presented below, the numbers in grey are the previous year's results

Transport Focus Bus Passenger Survey Results Headline results for West Yorkshire in 2019



1

Position November 2019

The Combined Authority commissions an annual tracker survey into satisfaction with various aspects of travel and transport amongst users and non-users. In 2018, respondents in this survey rated bus services 6.7 out of 10 a slight drop from 6.9 in the previous year.

The Combined Authority and bus operators jointly fund and enhanced sample of bus passengers within the Transport Focus National Bus Passenger Survey. In 2018 85% of respondents in West Yorkshire were satisfied or very satisfied compared with 83% in the previous year. National results were in a range of 75% to 95%

Both of these surveys provide the key customer satisfaction indicators for monitoring the success of the West Yorkshire Bus Strategy. The results of both surveys for 2019 are expected in the first quarter of 2020.

Position Status 4 *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To ensure that air quality in the Leeds area is improving.

Recommendation 5 – That Director of Transport Services (WYCA) and the Director of City Development, working in collaboration with Bus Operators, provide the Scrutiny Board (City Development) with an update at a future meeting on the implementation and impact of air quality improvement measures, outlined in the West Yorkshire Bus Strategy,

Leeds Transport Strategy, and Bus 18 Programme objectives. (see recommendations 6,7&8)

Formal response (19 July 2017):

The Directorate support this recommendation noting the wider work underway within the city and with WYCA to address the air quality concerns arising from motor traffic, primarily diesel engines and the potential requirement for a Clean Air Zone. The informal Bus 18 partnership between ABOWY and WYCA includes a pledge by the bus industry to take action to address its impact on air quality within the region. Specific targets will be developed and agreed with the city's bus operators within the Leeds Public Transport Investment Programme.

Current Position (October 2020):

To date two thirds (189 of 284) of the new ultra-low emission, Clean Air Zone compliant buses provided by First Leeds as part of their commitment to the Leeds Public Transport Improvement Programme are in operation. Given the current and uncertain financial position in the bus sector, details of future bus deliveries of the remaining 90 vehicles are still to be finalised.

The figure above includes 9 electric buses now delivered to First Leeds and due to enter service on the East Leeds and city centre route 5 during the autumn. A further five new electric double deck buses have been ordered by First for the Stourton park and ride service and are due to be introduced in the summer 2021 on completion of the new site.

Across West Yorkshire, the Combined Authority has delivered an £8 million Clean Bus Technology programme to equip 476 buses with emission control equipment to enable them to meet clean air zone standards. As at June 2020, 75% of the Leeds bus fleet met this standard (compared with 59% of the West Yorkshire fleet),

Position November 2019

To date 130 of the 284 new ultra-low emission, Clean Air Zone compliant buses provided by First as part of their commitment to the Leeds Public Transport Improvement Programme are in operation. Arriva and Transdev have also introduced new ultra-low emission buses onto their services into Leeds. In addition 8 ultra-low emission buses have been introduced on Leeds Park & Ride services,

Successful bids to the DEFRA Clean Bus Technology Fund are enabling the retrofitting of emission control technology on 479 buses operating in West Yorkshire. Priority has been given to vehicles which will operate within the Leeds and Bradford Clean Air Zones

The Combined Authority's bid the DfT Ultra Low Emission Bus scheme has been successful and will enable Stourton Park & Ride to be operated by electric buses. First for a pilot electric bus route in Leeds. First West Yorkshire were also successful in obtaining funding for nine buses to operate a pilot electric bus service in Leeds from 2020.

Through a bidding process with operators, the technology will improve bus operator vehicle emission standards to ensure compliance with the proposed CAZ and will target emission reduction in several Air Quality Management Areas of West Yorkshire. There are also a number of initiative to exceed the euro 6 target including new ultra-low emission hybrid buses on the cities park & ride services this month and the introduction of electric buses on the no.5 city service in 2019.

Position Status 4 *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To ensure that the proposals in the West Yorkshire Bus Strategy are implemented and successful outcomes are achieved in a timely manner.

Recommendation 6 – With regard to the West Yorkshire Bus Strategy, that Director of Transport Services (WYCA) provides the Scrutiny Board (City Development) with an update, in the first quarter of 2018, which identifies progress in the implementation and delivery of the proposals outlined in the bus strategy.

Formal response (19 July 2017):

The Directorate and WYCA support this recommendation.

Current Position (October 2020):

The WYCA Transport Committee has approved commitments and a work plan for the Bus Alliance which are based upon the key requirements of the West Yorkshire Bus Strategy. A copy of the current work plan and progress has been included in the pack for Members.

Position April 2019

On the 5 July 2019 Transport Committee approved the establishment of a voluntary partnership with bus operators which is supported by a work plan which identifies actions to contribute towards achieving the successful outcomes in the bus strategy. A copy of the work plan is provided as an appendix identifying timescales and progress to date.

Position Status 4 *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To ensure that the promises in the Bus 18 Programme are implemented and successful outcomes are achieved in a timely manner.

Recommendation 7 – With regard to the Bus 18 programme, that Director of Transport Services (WYCA), in collaboration with Bus Operators provides the Scrutiny Board (City Development) with an update in the first quarter of 2018, which identifies progress in the implementation of the pledges outlined in the programme. This report should also outline the impact and outcomes delivered by the Bus 18 programme.

Formal response (19 July 2017):

The Directorate support this recommendation noting that close working is taking place with WYCA in terms of the development of the Bus 18 programme and its relationship to the new additional investment being planned through the Leeds Public Transport Investment Programme. It will also be important to learn the lessons for the future from this shorter term programme as these materialise during 2018.

Current Position (October 2020):

Bus 18 was an initial programme of short term actions to improve bus services agreed between the Combined Authority and bus operators in 2017/18. The outcomes of Bus 18 were reviewed by the WYCA Transport Committee in November 2018 and the objectives of its successor the West Yorkshire Bus Alliance are set out in the response to Recommendation 1.

Position November 2019

The Bus 18 programme was reviewed by the Transport Committee on 9 November 2018, it identified the success and challenges of Bus 19 and resolved that Bus 18 should move

to a more formal partnership On the 5 July 2019 Transport Committee approved the establishment of a voluntary partnership with bus operators.

Position Status 4 *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To ensure that investment and proposals in the Bus element of the Leeds Transport Strategy are implemented and successful outcomes are achieved in a timely manner.

Recommendation 8 – With regard to the investment in bus travel defined in the Leeds Transport Strategy, that the Director of City Development and Director of Transport Services (WYCA) provides the Scrutiny Board (City Development) with:

- a) An update at a future meeting which identifies progress in the £180m investment in bus travel in Leeds.
- b) An update at a future meeting which identifies the outcomes that have been delivered through this investment and the impact of that investment.
- c) An overview of the delivery plan for bus priority measures across Leeds and how this complements the delivery of improvement plans specified by Bus Operators/ABOWY.

Formal response (19 July 2017):

The Directorate and the Combined Authority support this recommendation noting that the combined figure for funding incorporating Department for Transport funding, Leeds City Council and WYCA contributions is £183 million. Complementary third party investments including from the bus operators, rail industry, planning and development is expected to ultimately achieve a final gross transport investment of circa £275 million from this programme.

Current Position (October 2020):

The Connecting Leeds - Leeds Public Transport Improvement Programme, continues to be the engine for delivering a transformational change to the bus infrastructure, the transport network and connectivity in Leeds. This plan will be achieved through improvements to road, rail, bus, park and ride, cycling and walking services and infrastructure. The LPTIP programme is approaching a formal windup of the programme for which all expenditure needs to be committed by March 2021 for final completions to be achieved in 2021/22. As a benefit of the programme there is a legacy programme of further schemes in development which has provide a pipeline for further investment in the bus infrastructure. Work is continuing to identify the funding streams and priorities for this programme and support from the West Yorkshire Plus Transport Fund (WYTF) has already been identified with in-principle approvals for some elements.

A detailed breakdown of the component parts and costs of the LPTIP was provided to the [September meeting of this Scrutiny Board](#).

The current situation overview and progress summary on Connecting Leeds bus infrastructure schemes is detailed as follows.-

Stourton Park and Ride and the A61 South Highway Improvements and bus priority measures. This combined scheme is on site and on track for delivery by late summer of 2021. The 1200 space car park will be served by a fleet of zero emission buses now on

order by First from the UK manufacturer Optare and will provide a service running at least every 10 minutes into Leeds City Centre.

Elland Road and Temple Green Park and Ride Extensions. Elland Road Park and Ride opened in 2014 and provided 420 spaces and was expanded in 2016 to provide 800 spaces. Construction work of the expansion is not complete and provides an additional 550 spaces giving a total of 1350. Full service bus operation resumed on the 24 August, following suspension during the period of Covid-19 lockdown and the site is now being used by up to c250 cars per weekday. Temple Green park and ride was suspended at the beginning of the Covid-19 emergency and now hosts a regional virus testing centre which is expected to remain for the foreseeable future during which the site will remain closed. Funding approval for the planned expansion of this was granted from the Getting Building Fund in August followed by the award of planning consent. Work is now proceeding to procure the construction with the intent of commencing works in spring 2021/22.

Alwoodley Park and Ride and A61 North Highway Improvements. The planned Park and Ride will provide 500 spaces in North Leeds. Preliminary consultation has been undertaken and a planning application is in process. Expressions of Interest in operating a service have been received by WYCA. Elements of the main scheme remain in development including completion of the scheme at Moortown Corner with detail work on other elements continuing. The park and ride scheme is within the pipeline of unfunded schemes and the full bus priority package is similarly paused for funding and likely to proceed in phases in the future.

A647 Highway Improvements Package. A package of improvements on the A647 from Bradford through to Leeds has been developed and approved and advance elements of the scheme have been progressed. It is now expected that the main scheme construction will commence during quarter 4 2020/21

The programme also includes the A660 corridor where engagement undertaken during 2018 has led to further consideration being given to an appropriate bus priority package for services using this route with a view to further public engagement. The main scheme has been paused and measures are likely to progress in phases in the future. Element 1, the upgrading of the traffic signal system from Hyde Park to Lawnswood is funded from LPTIP and will commence later this year and will follow a similar approach to the scheme completed on the A65 earlier in the year. WYTF Corridor Improvement Programme funding has been agreed in principle for the further development of measures for the Hyde Park to Headingley section where further public engagement will be required in due course. Scheme proposals and engagement has been undertaken for proposals on the A58 corridor programme and the scheme for Beckett Street remains in the programme of pipeline schemes with WYTF funds earmarked for the junction at Roundhay Road.

Leeds City Centre Bus Gateways. A key component of the Leeds Public Transport Improvement Programme is to transform the key gateways in the City Centre to improve the bus, pedestrian and cycle environment. Construction of the Headrow Gateway commenced in August 2019 and the Headrow will re-open to buses for two way traffic on 4 October with final completion of all elements of the scheme including works on Cookridge Street and new Briggate concluding later in 2020/21

In addition to the Headrow scheme, plans are in final development for the Corn Exchange and York Street locations for measures to transform the waiting environment for bus passengers and pedestrians. Consultation on the Corn Exchange and York Street was

concluded earlier this year and the preparatory construction has commenced with an anticipated commencement of main works early next year.

Further development of proposals to improve the customer experience in the Leeds Bus Station continue to be developed.

Transport Hubs and Public Transport Access Schemes. These schemes have been developed to improve local access to the core bus corridors and interchange with bus in six locations across the City. Proposals to improve the waiting environment and operation of the buses at Bramley, Compton Road and Middleton have been developed alongside complementary schemes to improve walking and cycling links to the public transport network for the Rothwell, Robin Hood, Pudsey and Lincoln Green areas. Public consultation on these schemes has been concluded and the schemes are due to commence construction later this year.

Looking beyond the end of the LPTIP period from spring 2021 onwards there are a number of other corridors and routes where the learning and experience from the programme can be applied to refresh and develop corridors. This includes the A64 corridor and the outer sections of the A61 South and A639 corridors extending into the Wakefield District for which funding for the Leeds City Region Transforming Cities Fund bid was awarded by the DfT earlier this year. Future plans will be developed for other high frequency core routes where they extend outside the main corridors and for locations that are currently out with the main programme. These work streams would also seek to access new funding opportunities as they arise and support the further development of the partnerships that underpin the Bus Alliance.

In addition to the planned infrastructure investments, consultation undertaken as part of the development of the Bus Strategy and the Leeds Transport Conversation highlighted that the bus network across West Yorkshire is difficult to navigate for infrequent bus users, it is therefore crucial to make the system easier to understand and use for people who don't habitually take the bus. WYCA are working with the bus operators to ensure the more effective presentation of the Core Bus Network to Customers. To aid simplicity of presentation, the system will be based around a map which identifies each corridor with a colour and a symbol these will highlight the key destinations on that corridor such as hospitals and universities. It is proposed to integrate the maps into the on-street furniture and the buses to support navigation.

With respect to outcomes from the investment as the foregoing sections have indicated the core elements of the programme that was launched in 2017 have largely moved into either the delivery or pre-delivery phases with very significant construction investment taking place in the city. This has been achieved despite the Covid-19 health emergency for which disruption has been minimised with full regard to health and safety of site staff and the public. Monitoring of bus patronage continues to take place, however the disruptive effects of the pandemic on bus are very substantial and expected to continue well into 2021. As a result detailed consideration is being given to how this will inform the approach to future monitoring and the baselines used to measure performance and success in terms of the LPTIP and other investments including those in new vehicles. It is therefore expected that baselines and target outcomes will be reset as part of this. At the moment with emergency funding and operating arrangements continuing it is not possible to advise on these further.

Achieving a positive impact on congestion to the benefit of reliable and punctual bus services is a key intended outcome of the infrastructure and systems investments in

these programmes. To support this work a Leeds officer task group involving LCC and WYCA officers and bus operators was established in early 2020 to support this work. However, again as for the patronage growth ambitions, the Pandemic has disrupted traffic significantly. So, although monitoring has continued to understand the effects of this disruption, as conditions and service levels reassert a measure of normality in due course this will need to be rebased and reset to allow comparisons to be made with pre-Covid19 conditions and to resume outcome tracking.

A collaborative work with WYCA, bus operators and stakeholders is continuing to develop interventions and communications to support the behavioural change ambitions embedded in the Connecting Leeds LPTIP work streams. Whereas this was primarily intended to maximise the outcomes for modal transfer and choice of bus use, of necessity this activity is now being refocussed to bear on the restoration of bus travel as a mode of choice ready for the exit from the Pandemic.

Position November 2019

The Leeds Public Transport Improvement Programme, 'Connecting Leeds' remains the engine for delivering a transformational change to the bus infrastructure, the transport network and connectivity in Leeds. This plan will be achieved through improvements to road, rail, bus, park and ride, cycling and walking services and infrastructure. Whilst this will be a large step in investment terms further investment will be needed beyond the March 2021 end date of this programme to fully contribute to the city's ten year ambition for doubling bus patronage.

The current situation and progress on Connecting Leeds bus infrastructure schemes is detailed as follows.-

Stourton Park and Ride and the A61 South Highway Improvements. Stourton Park and Ride will provide 1200 parking spaces which it is planned will be served by an all-electric dedicated bus service running at least every 10 minutes into Leeds City Centre. This is to be supported by a package of bus priority measures on the A61 which will benefit all bus services on this corridor including those extending beyond Leeds into Wakefield District. Construction of Stourton Park and Ride and the bus priority measures on the A61 commenced in late August 2019 and the Park and Ride is expected to open in January 2021.

Elland Road and Temple Green Park and Ride Extensions. Elland Road Park and Ride opened in 2014 and provided 420 spaces and was expanded in 2016 to provide 800 spaces. Construction work is now advancing well to provide a further extension to provide a further 500 spaces which are due for completion in late summer of 2020 giving a total of 1300 spaces. Temple Green Park and Ride opened in 2017 and provides 1000 spaces. Consultation is underway to expand the Park and Ride to provide at least a further 300 spaces and it is anticipated a full business case will be reached in early 2020 for commencement of work later that year.

Alwoodley Park and Ride and A61 North Highway Improvements. Alwoodley Park and Ride will provide 500 spaces in North Leeds. Preliminary consultation on the scheme is now being progressed. The site will be supported by bus priority measures on the A61 North. These improvements are expected to be delivered through 2020 with progress subject to approval of business case and funding.

A647 Highway Improvements Package. A package of improvements on the A647 from Bradford through to Leeds has been developed with the aim of reduce bus journey times

and make the environment better for pedestrians. It is expected that construction will begin in February 2020.

The programme also includes the A660 corridor where engagement undertaken during 2018 has led to further consideration being given to an appropriate bus priority package for services using this route with a view to further public engagement. Engagements has also been undertaken on measures on Beckett Street allied with the A58 corridor, routes serving St James' Hospital and the inner North East area.

Leeds City Centre Bus Gateways. A key component of the Leeds Public Transport Improvement Programme is to transform the key gateways in the City Centre to improve the bus, pedestrian and cycle environment. Construction of the Headrow Gateway commenced in August 2019 for planned completion in late 2020. Facilitating the extensive construction work has necessitated a significant bus diversion plan and re-routing of a number of bus services around the city centre for the duration of the works. A communications strategy has been rolled out to support passengers through this period and the performance of the temporary changes is being monitored through the construction period.

In addition to the Headrow, plans are in development for the Corn Exchange and York Street locations for measures to transform the waiting environment for bus passengers and pedestrians. Consultation on the Corn Exchange and York Street plans commenced in October

Leeds Bus Station. Proposals are being developed to improve the customer experience in the Bus Station. These include improvements to the retail offer, the waiting environment, entrances to the bus station and pedestrian movements. Consultation is taking place alongside the Corn Exchange / York Street proposals as above.

Transport Hubs and Public Transport Access Schemes. These schemes are being developed to improve local access to the core bus corridors and interchange with bus in six locations across the City. Proposals to improve the waiting environment and operation of the buses at Bramley, Compton Road and Middleton are being developed. In addition, improvements to the walking and cycling links to the public transport network are proposed in the Rothwell, Robin Hood, Pudsey and Lincoln Green areas. Public consultation on these schemes is taking place during the autumn of 2019.

Looking beyond the end of the LPTIP period from spring 2021 onwards there are a number of other corridors and routes where the learning and experience from the programme can be applied to refresh and develop corridors. This may include other high frequency core routes where they extend outside the main corridors and locations such as the A64 and outer areas which are currently out with the main programme. These work streams would also seek to access new funding opportunities as they arise and support the further development of the partnerships that underpin the Bus Alliance.

In addition to the planned infrastructure investments, consultation undertaken as part of the development of the Bus Strategy and the Leeds Transport Conversation highlighted that the bus network across West Yorkshire is difficult to navigate for infrequent bus users, it is therefore crucial to make the system easier to understand and use for people who don't habitually take the bus. WYCA are working with the bus operators to ensure the more effective presentation of the Core Bus Network to Customers. To aid simplicity of presentation, the system will be based around a map which identifies each corridor with a colour and a symbol these will highlight the key destinations on that corridor such

as hospitals and universities. It is proposed to integrate the maps into the on-street furniture and the buses to support navigation.

Position Status 4 *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To ensure that all options defined in the Bus Services Act 2017 to support bus service improvement are fully explored and understood.

Recommendation 9 – That Director of Transport Services (WYCA) and the Director of City Development fully investigate the elements of the Bus Services Act regarding:

- a) The implementation of partnership arrangements with robust governance and accountability provision.
- b) The requirements for gaining Secretary of State approval for the implementation of bus franchising in Leeds and West Yorkshire.

The analysis, options and methodology for implementation to be reported in the first quarter of 2018 to the Scrutiny Board (City Development).

Formal response (19 July 2017):

The Directorate support the principle of this recommendation noting as stated with respect to the Recommendation 1 response that achieving full appreciation may be contingent on the further information that will be required from government to fully understand the options provided by the Bus Services Act. As stated in 3.5 above the requirements for gaining the Secretary of State's approval for the implementation of bus franchising in the region may not be known by the first quarter of 2018.

Current Position (October 2020):

Whilst the anticipated sale of First West Yorkshire and Arriva did not materialise, the Combined Authority has commissioned work which to analyse the current bus industry in the region. This work has informed the approach to Government in response to the impacts of COVID on bus services summarised in Appendix 3.

In July 2020 the Combined Authority made further funding available to review future bus options in the context of its forthcoming change in status as a mayoral authority which gives direct access to franchising powers.

As part of its submission to the Government Spending Review in autumn 2020, the Combined Authority is proposing the devolution of central government bus funding to be managed jointly with bus operators using the Enhanced Partnership provisions of the Bus Services Act. This will enable a closer joint management of bus networks and service standards.

Position November 2019

The Bus Alliance approved by the Transport Committee on 5 July 2019 will establish robust governance and accountability provisions to enable a formal partnership approach. This will be a further stage in the delivery of the West Yorkshire Bus Strategy and is expected to mature into a formal arrangement under the Bus Services Act.

On 10 October 2019, the Combined Authority reviewed its position in the context of an anticipation of the sale of First West Yorkshire Ltd and the sale of by DB of its UK Arriva operation. The Combined Authority resolved to participate in the sale of First and to commission specialist advice on the business case for investment in bus operations. At

the time of writing, the sale process for First West Yorkshire had not started and there were no announcements regarding the future operation of Arriva services. A verbal update will be provided.

Position Status 4 *This is to be formally agreed by the Scrutiny Board*

APPENDIX 3

Impact of COVID 19 on Bus Services

Following the national lockdown in March, bus services were reduced to a “key worker network” of approximately 40% of normal mileage and since June have built back to 100% of mileage in September.

In order to facilitate a return to school/ college up to 60 extra buses were commissioned across West Yorkshire to provide the additional capacity needed to provide COVID safe provision. This is mostly funded by an additional Government grant

Social distancing means that buses can carry half the number of people they are registered to carry. Bus companies have also adopted enhanced cleaning/ sanitising misting techniques, screens and other COVID safety precautions.

Since the return to schools/ colleges in September, bus patronage has recovered to overall 50% of the equivalent volumes in the same month in 2019. The busiest time of the day is now mid/late afternoon. Around 4-5% of bus journeys are currently leaving passengers at stops because the bus has reached its full safe capacity.

The impact on bus companies of the loss of fares revenue has been mitigated by the taxpayer as follows;

- Government paying an additional grant both to bus operators and to the Combined Authority (CBSSG)
- Government paying Bus Service Operators Grant at pre pandemic rates
- LTAs including the Combined Authority paying concessionary fares at pre pandemic rates
- LTAs including the Combined Authority paying tendered bus service contract payments regardless of whether service operating, at present this represents c £2 million per month subsidy from local taxpayers

All of the above funding is under a rolling eight week notice period. The Combined Authority has attached conditions to its payments to operators ensuring collaboration on network planning and preventing fare increases. To date there has been good collaboration between the local management of bus operators and the Combined Authority during the pandemic.

Until and unless fares revenue returns to 2019 levels, withdrawal of any emergency funding will require bus operators to reduce costs to retain profitability with a risk to services and jobs.

Analysis conducted for the Combined Authority would suggest it will take at least two years until fares revenue and costs of operation can reach a breakeven point. Long term changes to travel behaviours and increased unemployment are key risks to the financial recovery of bus services.

The Combined Authority has proposed a long term, devolved funding arrangement to the Government's Spending Review supported by a formal Enhanced Partnership. This approach has bus operator support.

The Combined Authority continues to explore its long term options for buses including franchising and will bring forward proposals in 2021 post COVID.

The Combined Authority has adopted a Transport Recovery Plan for the region which sets out short and long term actions to enable the transport network to build back better from COVID19. This report can be provided to members of the Scrutiny Committee on request.