

## West Yorkshire Bus Alliance Workplan Update Report

**Workstream: Air Quality and Carbon**

**Workstream Leads: Roseanna Brett-Davis & Dwayne Wells**

**Date: 9 September 2020**

**Reporting Period: August 2020**

### Key Actions/Next Steps

*What are the key activities/actions that need to be completed next?*

1. Mapping of air quality and initial ZE route priorities
2. Discussion on communication and marketing
3. Develop shortlisting mechanisms for ZE bus priority corridors
4. Developer guidance for ZE buses
5. Hold first zero emission working group with operators

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
To have 80% as Euro VI or an alternative technology by January 2021 and 100% by 2026	To continually upgrade all vehicles that are operating in West Yorkshire.	Quarterly reporting system – 59% of bus fleet were Euro VI at end of 20/21 Q1. Next quarter monitoring data expected in autumn 2020.	<b>Phase 3</b> – long term deliverable	
To have 95% of buses operating in evenings and on a Sunday to be Euro VI or better	To maximise the low emission buses during times of low frequency services	Data collection on evening and Sunday operation fleet under discussion – experiencing some challenges obtaining data due to way information is recorded. Work ongoing	<b>Phase 3</b> – long term deliverable	
A roadmap defining steps towards a carbon free bus service	Consultancy support to understand how West Yorkshire can migrate to become an emission free bus operation. This	Longlist now completed of zero emission priority corridors for early adoption of zero emission buses through consultation with	<b>Phase 2</b> – deliverable to be worked on/delivered next	

	will provide understanding of the market position for new technologies and battery life	district officers and operators. Developing assessment approach based on feasibility and deliverability criteria to shortlist. Work is ongoing. Also looking at collating an evidence base for business case development.		
Shaping the fleet replacement, refurbishment and deployment programme	To ensure West Yorkshire is prioritised by bus operators to bring in latest technology in buses to the region	To be part of roadmap work and form discussion point at ZE Bus Working Group.	<b>Phase 3</b> – long term deliverable	
Develop clear communications plan highlighting air quality issues, including Air Quality Management Areas (AQMA), Clean Air Zones (CAZ), upgrades to bus fleets regarding Euro emissions standards and improvements being made by bus across West Yorkshire	Communication plan and protocol for highlighting air quality challenges in West Yorkshire and using this to identify opportunities	Some actions being progressed Comms group with activities on clean area being progressed. Further work ongoing – to be used developed in tandem with the roadmap work and through both WYLES and the ZE Bus Working Group.	<b>Phase 2</b> – deliverable to be worked on/delivered next	
Develop a clear communications plan to promote the bus as the natural way to travel	Communications plan to promote the bus and generate behavioural change. Work with Connecting Leeds behavioural change programme.	To be developed.	<b>Phase 2</b> – deliverable to be worked on/delivered next	
Deliver the supporting infrastructure required for future technology of buses	Understand the forward direction of the bus technology for all of West Yorkshire and identify funding opportunities for infrastructure	Part of Carbon Zero roadmap and zero emission priority corridors. Also exploring opportunities to future proof bus stations through TCF programme.	<b>Phase 3</b> – long term deliverable	
Deliver a bus service that utilises a new technology	Undertake a trial or deliver a permanent service that utilises a new technology	Stourton Park and Ride.	<b>Phase 3</b> – long term deliverable	
S106 funding	To maximise opportunities with S106 to deliver new bus services or provide funding to deliver low emission buses	Discussion ongoing regarding Combined Authority's work on developer requirements guidance	<b>Phase 3</b> – long term deliverable	

Reduced on-route emissions.	<p>To provide driver training to improve driving style to reduce emissions.</p> <p>To reduce idling and ensure depots are low carbon.</p> <p>To improve coordination of existing programmes and ensure there is continuous improvement</p>	To be discussed through ZE working group. Considering options to set up a 'best practice' system or to share approaches through operator discussions.	<b>Phase 3</b> – long term deliverable	
Bus Network routing	Understand the number of buses operating through densely populated areas and whether there is an opportunity to review the routing and the buses operating in these area	Identify some key routes for operators to explore feasibility of routing – to be developed in tandem with ongoing work on bus routing.	<b>Phase 2</b> – deliverable to be worked on/delivered next	

### Key Workstream Risks

*What are the key risks affecting your outputs at this time? Are there are any outputs at risk of not being delivered?*

1. Changes to bus market from Covid-19 with implications for resources
2. Covid-19 implications on target to have 80% as Euro VI or an alternative technology by January 2021 – operators' ability to invest in fleet reduced as result of decreased revenue and delays on production of new vehicles.
3. Funding available to enable retrofitting or new technologies
4. Challenges of infrastructure and upgrade requirements need to support new bus technology (cost, time, etc.)
5. Current range issue of electric buses potentially prohibitive for some routes
6. Strategic direction of bus suppliers
7. Commercial sensitivity for information sharing

### Change of Scope for Approval by the Alliance Steering Group

*Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?*

## West Yorkshire Bus Alliance Workplan Update Report

### Workstream: Communication & Engagement

Workstream Leads: Amy Cameron & Brandon Jones

Date: Board Papers September 2020

Reporting Period: August - September 2020

#### Key Actions/Next Steps

*What are the key activities/actions that need to be completed next?*

Working with partners in line with bus service 'recovery' communications

Punctuality & Reliability stats

Raising awareness of bus accessibility comms & young person's ID relaxation

Promoting WY retro-fit work in line with Clean Air Day October 8

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
Young people: promoting public transport, growing passenger numbers & establishing two-way engagement	Ahead Partnership work programme Engagement with authority-led youth organisations e.g. Council / Parliament	Ahead Partnership yr 1 programme complete Established Leeds Youth Voice engagement Ahead Partnership yr 2 programme outline agreed Final draft of evaluation measures Internal awareness of ID relaxation	Yr 2 (July '20 to June '21) programme underway with final timetable being set Sept '20: aim to promote YP ID relaxation 'Fare Deal' comms on hold	
Alliance initiative announcements	Promoting, marketing workstream activity	Network visualisation launch Internal awareness of Sunflower & SafeMark accessibility schemes Customer 'help' wallets design draft VPA & Customer Charter MCard App: awaiting update	Oct '20: aim to promote bus accessibility	
Raising Awareness of External Events	Promoting relevance to West Yorkshire	2020 Events diary being revised for network restart Euro VI retro-fit draft comms	In line with network re-start Clean Air Day October 8	
Engagement with external influencers	Raising awareness, briefing key messages	Update provided to LEP / MPs	October	
Internal communication	Staff updates	Alliance newsletter 2019 Big Meet Up: on hold	October	
External communication of performance	Punctuality figures	Social media posting	Ongoing	
Clear communications plan for bus network changes	To develop a clear communications protocol for bus network changes, changes to contracted service providers and provide a process for integrating the new offer	To be developed alongside tender renewals and communications and engagement work stream. Promotion of post Covid recovery network	In line with network re-start	

#### Key Workstream Risks

*What are the key risks affecting your outputs at this time? Are there any outputs at risk of not being delivered?*

Covid-19 impact. Workstream connectivity/Input from wider comms partners representatives

#### Change of Scope for Approval by the Alliance Steering Group

*Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?*

Comms review in line with uplifting of Covid-19 restrictions

## West Yorkshire Bus Alliance Workplan Update Report

**Workstream: Customer Service**

**Workstream Leads: Andrew Bradley and Paul Turner**

**Date: September 2020**

**Reporting Period: August – September 2020**

Output	Description	Progress to Date	Delivery Phase	Progress RAG
The latest on-board passenger facilities e.g. information, charging points and free Wi-Fi	Develop a consistent customer offer ensure this is simple and easy to understand for customer.	Next steps are to: <ul style="list-style-type: none"> <li>• gather information on the level (and consistency) of service currently provided by operators. Agreement needed on which facilities are to be monitored</li> <li>• review operator plans to introduce new facilities as part of fleet replacement.</li> </ul>	1	
Develop awareness of how developing technologies can be future-proofed	Put processes in place to keep the offer under review and develop as technology changes and develops	Bus Information Strategy informing some of the future progress in this area. Strategy to be re-read to understand if anything further should be reviewed. <ul style="list-style-type: none"> <li>• Next steps are to:                             <ul style="list-style-type: none"> <li>• Ensure ticketing and real time systems share passenger loading data</li> <li>• Collate the percentage of the WY fleet that can process smart ticketing</li> <li>• Collate the percentage of WY fleet that can take contactless</li> </ul> </li> </ul>	1	
Develop a customer charter	Create a customer charter that sets out clear standards and guidelines that our customers can expect from all parts of their journey, pre, during and post journey.	<ul style="list-style-type: none"> <li>• Review to take place to understand whether each organisation currently has its own 'customer charter' and if the content which could inform this work. AB to revisit with his team.</li> <li>• Short-term customer charter (digital document)– to include covid-related content e.g. cleaning. Also consider any content from other customer charters. Commitments to be agreed.</li> </ul>	1	

		<ul style="list-style-type: none"> <li>• Long term customer charter (video?) – post-Covid, review short term charter content and revise if necessary</li> </ul> <p>Customer charter should be:</p> <ul style="list-style-type: none"> <li>• meaningful and identify tangible deliverables for the customer</li> <li>• Operational staff facing as well as customer facing</li> </ul>		
<p>Agreed set of customer satisfaction measures, training and engagement</p>	<p>Establish a clear baseline then use Transport Focus survey along with all existing other activity such as mystery shopper etc. to measure performance and to co-create action plans to address any issues /gaps that arise from these.</p> <p>Review training across all partners and agree basic and consistent competent parts across all.</p> <p>Create a programme of customer engagement including youth panels etc. and non-users and co create an action plan arising from this.</p> <p>Create a programme of engagement with colleagues that is consistent across all partners and that uses a range of media include ticket machines, apps etc.</p>	<ul style="list-style-type: none"> <li>• <u>Training</u> <ul style="list-style-type: none"> <li>• Initial review of existing operator Customer Service provision (Autumn 2019)</li> <li>• Benchmarking against Transport for London &amp; London bus operator provision (October 2019) to further inform this work.</li> <li>• Work to be revisited with a focus on local bus operator training</li> <li>• Potential use of mystery shopper if required</li> </ul> </li> <li>• <u>Engagement</u> <ul style="list-style-type: none"> <li>• Review the interventions used in other regions regarding driver recognition</li> <li>• Review Bus18 proposition</li> </ul> </li> <li>• <u>Transport Focus Customer Satisfaction Success</u> <p>Request information from Transport Focus regarding their priority measures for satisfaction and how they gauge success (e.g. similar to baseline performance metrics)</p> </li> <li>• <u>Complaints Review</u> <ul style="list-style-type: none"> <li>• Review complaints across each Alliance organisation to identify any common themes and address</li> <li>• Consider if the customer complaint process works/customer gets what they need</li> <li>• Clarify the tendered services complaints process</li> </ul> </li> </ul>	<p>1</p>	

		<ul style="list-style-type: none"> <li>AB to follow up on the C.A complaints with Jackie Vater.</li> </ul>		
Customer research to identify passengers wants and needs and inform customer service improvements	Create ongoing programme of customer research and insight in order to create a Customer charter that is designed around the customer's requirements, behaviour, travel patterns and use of technology.	<ul style="list-style-type: none"> <li>2019 - Bus Information Strategy consultation undertaken to inform the Strategy but also to provide insight to any improvements suggested or requested.</li> <li>Consultations are on-going and the complaints review will inform this</li> </ul>	1	

<b>Key Actions/Next Steps</b>
<i>What are the key activities/actions that need to be completed next?</i>
<ol style="list-style-type: none"> <li>1. Bus Passenger Facilities monitoring</li> <li>2. Future proofing data collection</li> <li>3. Review of existing customer charters</li> </ol>
<b>Key Workstream Risks</b>
<i>What are the key risks affecting your outputs at this time? Are there are any outputs at risk of not being delivered?</i>
<ul style="list-style-type: none"> <li>Operator and CA staff resource to deliver the outputs.</li> <li>Financial constraints concerning the introduction of new on-bus technology (e.g. USB charging points).</li> <li>Impacts of Covid – ‘no change’ policies, regular service changes, technical problems with websites and disseminating info, processing real time data</li> </ul>
<b>Change of Scope for Approval by the Alliance Steering Group</b>
<i>Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?</i>
None

## West Yorkshire Bus Alliance Workplan Update Report

**Workstream: Economy of the Bus Network**

**Workstream Leads: Dwayne Wells and Helen Ellerton**

**Date: 4<sup>th</sup> August 2020**

**Reporting Period: August 2020**

### Key Actions/Next Steps

*What are the key activities/actions that need to be completed next?*

1. To develop a plan to deliver the transport recovery plan that considers bus demand and likely drivers for bus demand
2. To understand sources of funding for delivery
- 3.

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
Improve integration between bus and other modes of transport, with a focus on local centres, including: walking, cycling, rail, taxi, demand responsive transport, supported services and community transport	<ol style="list-style-type: none"> <li>a) Understand how the bus can work with other areas of transport to deliver customer outcomes with reducing tendered services budget</li> <li>b) Understand how small operators, supported services and community transport can be better integrated to maximise linkages</li> </ol>	<ol style="list-style-type: none"> <li>a) To consider in the Covid recovery phase</li> <li>b) To be developed on completion of the bus network review and Covid recovery plan</li> </ol>	<ol style="list-style-type: none"> <li>a) Ongoing –to evolve as part of the Bus Network Review and Covid Recovery plan</li> <li>b) Phase 2 – completion of the bus network review</li> </ol>	b)To be included in the next steps for the Bus Network Review and Covid recovery plan
Action plan for 'at risk' bus routes due to limited revenue compared with the cost	Identify the 'at risk' bus routes that are likely to be changed or lost due to market conditions. Develop an action plan in a timely manner to test prior to service changes being made	To be developed -Covid may have an impact	Phase 1 – 'At Risk' register established by WYCA. Phase 2 – To be adapted by outputs of Bus Network reviews.	To be included in the next steps for the Bus Network Review

<p>Increasing patronage through new development sites</p>	<p>Early developer and planning authority engagement to ensure the core network is attractive to areas of growth and to encourage behavioural change.</p> <p>Work with travel planning organisations to ensure they understand integration with the bus network and maximise the opportunities</p>	<p>Plan currently being considered by the districts</p>	<p>Phase 2 – as per the District Reliability and Punctuality Group Work plan</p>	<p>Districts engaged</p>
<p>Financial model of the bus network and identify alternative funding sources &amp; understand future aspirations for the network</p>	<p>To understand the financial make-up of the bus network: to understand the public and private sector funding that makes up the bus network.</p> <p>To understand where opportunities can be maximised.</p> <p>Review the relationship between pain/gain and ensure sustainability of the tendered services.</p> <p>Identify alternative funding sources and understand future aspirations for the bus network</p>	<p>To be developed on completion of the bus network review and through the Met Bus Model, which is to be utilised in the Covid Recovery phase</p>	<p>Phase 2 – to develop the plan. Phase 3 to deliver</p> <p>Phase 2 – completion of the bus network review</p>	<p>To be included in the next steps for the Bus Network Review and Covid recovery plan</p>
<p>Propensity to use the Bus tool</p>	<p>Development of a propensity to use the bus tool so that a greater understanding of market and local factors can be incorporated into the planning and development of the bus network</p>	<p>To be explored through Urban Transport Group</p>	<p>Phase 2</p>	<p>UTG Factors affecting bus usage report to be considered</p>
<p>Ticketer data</p>	<p>Extracting ticketer data to develop greater understanding of customer journeys, including alighting stops.</p> <p>Working with Ticketer to develop tools to maximise data usage across all operators. Deliver a pilot to test</p>	<p>To be developed</p>	<p>Phase 2 to develop the plan. Phase 3 delivery</p>	<p>DW to understand possibilities. HE to consider how this integrates with data</p>

	viability, for example mapping of diversion routes			collection in place
Data sharing agreement	Development of a data sharing agreement that provides all parties with a greater understanding of the customer journey allowing for targeted improvements to be made	Review of the existing data sharing agreement and identify additional information that could be used	Phase 1 early deliverable as part of the VPA	Complete
Data format	Develop a standard data format across all data sharing, including timetables, patronage figures, fare tables.	Process in place through the existing data workshops	Phase 1 early deliverable as part of the Leeds Patronage work stream	WYCA briefed operators on format required

### Key Workstream Risks

*What are the key risks affecting your outputs at this time? Are there any outputs at risk of not being delivered?*

1. Covid-19 has changed the baseline for future demand -the workstream need to reflect on this to ensure a bus network can be reinvigorated going forward
2. Further funding to deliver post bus network review projects

### Change of Scope for Approval by the Alliance Steering Group

*Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?*

The workstream needs to be considered in the context of Covid-19 -the Bus Network Review next steps is critical to this

## West Yorkshire Bus Alliance Workplan Update Report

**Workstream: Highway Infrastructure**

**Workstream Leads: Richard Lake and Helen Ellerton**

**Date: 5<sup>th</sup> June 2020**

**Reporting Period: July 2020**

### Key Actions/Next Steps

*What are the key activities/actions that need to be completed next?*

1. To collate hotspot list and review contents -ongoing
2. Develop Local VPA content for delivery of highway infrastructure with districts
3. To develop consultancy brief to review bus stop design standards

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
<b>Highway Improvement Programme</b>				
Programme of highway works delivered across West Yorkshire	Delivery of West Yorkshire Transport Fund, Transforming Cities Fund and Connecting Leeds schemes –list of schemes that provide benefits to the bus to be included	Schemes have been identified for inclusion in the VPA. Wider pipeline of schemes being generated	Phase 1: Early deliverable as part of the VPA. Ongoing as schemes and funding emerge	List in place –ongoing review
Improved frequency or operation of service on routes where investment has taken place	Increased frequency and/or improved service on corridors identified for investment	Development of metrics included in the VPA. Introduction of Prospective IO, software that helps design timetables based on daily patterns (First)	Phase 2 as infrastructure schemes come online. Implementation plan to be developed through the Local VPA	Proposal to be developed in the local VPAs
Development of a prioritised list of congestion hotspots that cause delay to buses and identify potential bus priority measures for these hotspots	Collation of prioritised small schemes to develop a pipeline, which addresses congestion hotspots that cause delay to buses.	Pipeline of schemes in development	Ongoing as schemes and funding emerge	List in place -constantly under review. Operators are

Apply standard mechanism to develop schemes and access funding				reviewing the list and adding to it. List to be collated
Clear communications protocol	To develop a communications plan for WYCA, West Yorkshire districts and bus operators to deliver in advance of and during times of planned roadworks and future roadworks.	Plan currently being considered by the districts	In development through the District Reliability and Punctuality Group	Districts engaged. Operators to input
Embed bus operator engagement as part of the Combined Authority approval process	Ensure bus operator engagement is part of the business case approval process to ensure designs are sympathetic to bus operations and consultation responds to the benefits to the bus	To be developed, this is happening more with the Connecting Leeds/WSP teams having increased meetings. Leeds Traffic Resilience Group meets regularly to discuss the City Centre works	In development proposed as part of TCF resourcing to ensure stronger linkages with stakeholders	To be developed through TCF scheme assurance
Establish Bradford and Calderdale Bus Partnership Groups	Strengthen the relationship between districts and bus operators within the districts to ensure local delivery conditions can be improved	Calderdale Bus Partnership Group in development. Bradford group to be progressed. Bradford have started inviting First to more partnership meetings.	Early deliverable. Groups are established	Established
Bus Network during times of planned disruption	Undertake early engagement between scheme promoter and bus operators at the concept and design stages to allow for disruption timetable to be developed and delivered for a longer period, reducing number of changes to bus service routings	To be developed. Seems to have started with the Connecting Leeds Headrow scheme, many services have been re-routed and timed taking the works into account	In development through the District Reliability and Punctuality Group	Example scheme (Headrow) has provided opportunity to test methods. Lessons learnt session required
West Yorkshire Permit System	Review the West Yorkshire Permit System and understand if efficiencies can be identified	Plan currently being considered by the districts	Conversations have started. Phase 2 delivery	Districts engaged

Bus priority enforcement and standards	Increase coverage of district bus lane enforcement and enable bus operators to utilise cameras on their vehicles to also monitor bus lanes	Plan currently being considered by the districts	Conversations have started. Phase 2 delivery	
<b>Bus Waiting Infrastructure</b>				
Develop a hierarchy of waiting infrastructure provision	Develop a clear understanding and delivery plan for the provision of waiting infrastructure, ensuring where there is significant usage a covered and seated waiting area is provided	To be developed	In development initially through TCF. Consultancy brief in development	Plan being developed
Review maintenance protocol for waiting infrastructure	Develop a strong protocol for waiting infrastructure maintenance that ensures the core route network waiting infrastructure is maintained to a high standard	To be developed	In development initially through TCF. Consultancy brief in development	Plan being developed
Review bus stop clearways: provision and enforcement	To understand and review bus stop clearways to improve bus docking. To prioritise and deliver improvements	To be developed	Phase 2 to develop a plan and identify funding. Identified in the District Reliability and Punctuality Group Work plan	Plan being developed
Pedestrian access to bus stops	To review pedestrian access to bus stops on the core route network and develop a prioritised list of schemes, identify funding for delivery	To be developed	Phase 2 to develop a plan and identify funding. Identified in the District Reliability and Punctuality Group Work plan	Districts engaged
Clear bus stop passenger information.	To provide clear passenger information, including maps, journey planning information.  Understand customer preference of type of customer information provision	The network visualisation is developing the principles for development and delivery	In development initially through TCF. Consultancy brief in development	Districts engaged
<b>Key Workstream Risks</b>				
<p><i>What are the key risks affecting your outputs at this time? Are there are any outputs at risk of not being delivered?</i></p> <ol style="list-style-type: none"> <li>1. Resource across the Combined Authority and district partners to ensure delivery of the programme -Covid-19 is impacting on District capacity</li> <li>2. Funding to ensure hotspots can be adequately addressed</li> </ol>				

<b>Change of Scope for Approval by the Alliance Steering Group</b>	
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*Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?*

None

## West Yorkshire Bus Alliance Workplan Update Report

**Workstream: Network Legibility**

**Workstream Leads: Mike Nolan/Lily Feasby and Rebecca Burnett**

**Date: September 2020**

**Reporting Period: August – September 2020**

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
Customer insight	Customer research/testing session to understand customer requirements in the presentation of the network – especially with non-users/young people.	<ul style="list-style-type: none"> <li><u>18 June 2019</u> - The team attended the LPTIP Accessibility Day in Leeds. The materials produced have also been used at consultation events including the Combined Authority's District Consultation Sub-Committee joint meeting. Feedback has been positive and comments incorporated into the developing outputs.</li> <li><u>31 July 2020</u> - Leeds Phase public consultation closed. Analysis of feedback underway to ensure all comments considered and follows customer requirements</li> <li><u>2021</u> – West Yorkshire wide consultation</li> </ul>	Phase one (Leeds)	Complete
			Phase two (Rest of West Yorkshire)	
Co-ordinated infrastructure that presents a single network of services shelters, flags, bus stops and buses	Develop a creative solution to identify and promote the key route network and associated delivery plan to implement/install.	<p>All elements of the designed infrastructure are being finalised for Leeds.</p> <p>On-street delivery at the end of September</p>	Phase one (Leeds)	
			Phase two (West Yorkshire)	
Clear network map and co-ordinated/consistent timetable information provision	Create a mapping solution that presents a single network of frequent services and corridor specific maps and timetable information that provide customers with an enhanced level of information that can be rolled out across West Yorkshire.	<p>Core route and city centre map is being finalised</p> <p>Roadside display technical development is underway within the COSA system.</p>	Phase one (Leeds)	
			Phase two (West Yorkshire)	

Defined key route network offer.	Develop the message behind the core route network to define what the customer can expect. I.e. Frequency, USB, Wi-Fi etc.	<ul style="list-style-type: none"> <li>Guidance required from the LPTIP Bus Delivery Board on agreeing the elements of the core offer e.g. what do customers get from the network compared to the non-core route. Should be considered ahead of any comms/launch</li> <li>To be discussed at the September meeting</li> </ul>	Phase one (Leeds)	
			Phase two (West Yorkshire)	
Information at stops and interchanges	Revised guidelines for the provision of information at stops appropriate to the level of service provided.	Refreshed design has been produced. Discussions have been held with current database supplier to incorporate design elements within the automated output of Roadside Displays. Tech development is underway	Phase one (Leeds)	
	Some stops to just display generic service information.  Develop design that compliments wider infrastructure branding		Phase two (West Yorkshire)	
Clearly identify express/longer routes and services	Develop an approach to identify fast and slower services via destination blinds that could be standardised across all operators.	<ul style="list-style-type: none"> <li>Completed and reflected within the map</li> <li>To be agreed at the Sep Bus Delivery Board how this is reflected through destination blinds</li> </ul>	Phase one	
Awareness of the key route network	Develop promotional plan to promote 'how to' navigate the network	<ul style="list-style-type: none"> <li>Comms to be engaged regarding a promotional plan conveying to non-users how to use the network</li> <li>To be discussed with the C.A's consultation team initially and further reviewed through the Connecting Leeds comms team</li> </ul>	Phase one	

### Key Actions/Next Steps

*What are the key activities/actions that need to be completed next?*

- Analyse feedback from public consultation
- Agree key route network offer

### Key Workstream Risks

*What are the key risks affecting your outputs at this time? Are there any outputs at risk of not being delivered?*

Ensuring maintenance costs are covered and principles are applied to the buses

### Change of Scope for Approval by the Alliance Steering Group

*Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?*

None

## West Yorkshire Bus Alliance Workplan Update Report

**Workstream: Service Provision**

**Workstream Leads: Edwin Swaris and Dwayne Wells**

**Date: 12<sup>th</sup> September 2019**

**Reporting Period: August/September 2019**

### **Key Actions/Next Steps**

*What are the key activities/actions that need to be completed next?*

1. To develop the principles for the 'Level 2' bus network review and identify locations to be connected by an alternative bus service delivery model
2. For information: Leeds City Centre Network Management – Task force to be established initially with LCC and Combined Authority, and then operators. Officers will report back to Connecting Leeds Bus Delivery Board.

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
<b>Bus Network Structure</b>				
<p>A delivery plan to be informed by the bus network review and the Combined Authority tender renewal process.</p> <p>The plan will set out the requirements for the network, cost for delivery and action plan for implementation.</p>	<p>Seeking to change bus network to meet future needs in housing and land use.</p>	<p>The Leeds Bus Network is in development. Core completed, secondary being developed. The first draft has been circulated to operators and feedback is being collated.</p> <p>Work commencing on Calderdale network – engagement planned with both First and Arriva Yorkshire Tiger – potential new network May 2020</p>		
<p>Frequent and reliable onward access to the city centre and other key locations.</p>	<p>Review city/town centre routing and stopping strategies and develop</p>	<p>Leeds completed with other key towns and cities across West Yorkshire to be started as part</p>		

	actions for their reconfiguration	of the Bus Network Review and then developed.		
Managing demand at busy times on the bus network is served by adequate capacity	Review operational practices to ensure the capacity of the bus services meets demand	To be developed		
<b>Bus Operating Hours</b>				
A plan for extending frequency in the late peak (from 6pm to 8pm) on the core network	Later journeys to ensure commuters can have an attractive frequency when returning to home towns/cities, better serving changing travel patterns and providing later services to hospitals for visiting.	This will be considered as part of the upcoming Calderdale network review.  Bus operators informed of bus operators meeting on 16 <sup>th</sup> Oct.		
<b>Network Security</b>				
Management of anti-social behaviour	Development of a joint protocol across operators and the Combined Authority to ensure volume/severity of anti-social behaviour remains low.	To be developed		
Regular communication with agencies involved with reducing anti-social behaviour and preventing terrorist incidents	Develop an action plan and close working relationship between operators and the Combined Authority to ensure threats to the transport network are minimised	To be developed		
A major incident protocol	Develop a joint protocol to manage a major incident in West Yorkshire. Ensure Alliance is involved	Key contacts established by Spring 2020 Aim of a silver / gold interactive workshop with bus alliance partners and police in Summer 2020		
<b>Emergency Planning, Major Highway Events and Resilience</b>				
24 hour control room where unexpected incidents and planned	Delivery of the Transport Coordination Centre to	Update briefing from Andrew Hall at Alliance meeting on 18		

event/closure diversion routes are managed	ensure operators can work closely with event planners	July 2019. Plan to ensure engagement from all operators		
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**Key Workstream Risks**

*What are the key risks affecting your outputs at this time? Are there any outputs at risk of not being delivered?*

Staff resourcing remains a key risk given the pressures on bus operators to provide staff time to facilitate this works stream.

Investment is the other key area, as expanding the evening shoulder peak requires additional resources, as bus operators are unable to free up resources due to traffic congestion and declining operating speeds. Currently resources are having to be invested in reliability.

**Change of Scope for Approval by the Alliance Steering Group**

*Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?*

**Bus Safety**

- Discussed at the previous Alliance meeting and retrospective approval required

**S106**

- It has been identified by the Bus Alliance that there is a need to have a consistent approach across the five Districts with regard to S106 Transport provisions on future developments.
- This is to ensure that these developments are designed in a way that facilitates clean sustainable growth and public transport, the developments minimise climate and air quality impact, and they provide both revenue and capital support for public transport/active travel modes.
- Mitigation should be provided in any construction phase to minimise impact to public transport – this could include car and car parking restraint, and enforcement measures.
- It was also agreed in principle that the Combined Authority should act as the expert guide for the Districts to ensure a consistent approach is adopted.

## West Yorkshire Bus Alliance Workplan Update Report

**Workstream: Ticketing and Retail**

**Workstream Leads: Mike Nolan and Martin Hirst**

**Date: September 2020**

**Reporting Period: Aug - Sep 2020**

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
Clear promotion and discount for pre-purchased products, working with WYTCL and bus operators on presentation of offers both MCard and operator own solutions	Deliver MCard Marketing plan to promote awareness and sales of MCard products – particularly the multi-operator/modal features of the product providing access to increased frequency.	<p><u>2019</u> - All day tickets re-branded 'DaySaver' for the ease of use and to ensure customers easily identify discounts available for bulk purchase</p> <p>MCard Marketing plan delivery on-going</p> <p><u>September 2020</u> - Back to school campaign promoting Under 19 products/photocard</p>	On-going	
An iOS solution for retailing of multi-modal products	Deliver an iOS app to retail MCard products and passes.	<ul style="list-style-type: none"> <li>• Soft launch of app w/c 31 August, 'tame' users trialling a liver version of the app with a view to going live at the end of September</li> <li>• The first release will be bus only products, followed by bus/rail in Autumn (larger promotion on the latter). This makes it the first multi-modal app available in the UK.</li> <li>• To be agreed whether marketing promoted as Bus Alliance or WYTCL</li> </ul>	On-going	
A solution for those on low incomes or without bank accounts to enjoy the benefits of pre-purchased and seasonal tickets	Explore the possibility of joining up with credit unions to offer credit facilities that will provide access to discounted seasonal products for those without bank accounts.	Expression of Interest being submitted to TfN w/c 24 August to get funds to deliver a potential solution. Overall timescales tbc	Phase three	
Transformation of travel Centres	Transform the service offered at Travel Centres that facilitates the shift to self-serve options in line with the model of High Street banks.	<ul style="list-style-type: none"> <li>• Plans and designs have been developed for Leeds, Bradford and Huddersfield.</li> <li>• Leeds will be developed through the LPTIP Leeds Bus Station refurbishment project.</li> <li>• Bradford and Huddersfield are being developed through to Full Business Case.</li> </ul>	<p>Phase one (Leeds)</p> <p>Phase two (Bradford, Huddersfield)</p>	

<ul style="list-style-type: none"> <li>• MCard products available on operator apps</li> <li>• Operator products on MCard app</li> </ul>	<ul style="list-style-type: none"> <li>• Explore the possibility of making MCard products available via operator apps.</li> <li>• Explore the possibility of retailing operator specific products on MCard app</li> </ul>	<ul style="list-style-type: none"> <li>• Deliverables may need to be reconsidered, as proving technically difficult</li> <li>• To be considered whether these deliverables are required as next steps once app is finalised</li> </ul>	Phase two	
Fare capping	<p>Monitor TfN discussions post cancellation of ABBOT and potential bid opportunity</p> <p>Monitor operator trials of single operator and multi operator capping</p>	<ul style="list-style-type: none"> <li>• Some conversations are taking place through 'Project Coral', if a trial is suggested West Yorkshire is an option.</li> <li>• Waiting to understand if interest from operators – to be asked offline</li> </ul>	TBC	
More on-street top-up options	Explore opportunities to introduce opportunities for ticket purchase/top-up at hubs and interchanges.	Reviewed at Alliance Steering Group (June). Queried whether this works links to Project Coral and to monitor the project for any links	Phase two	
Full range of multi-modal products available via smart media	Make Myday product available on smart media.	MyDay product went live on SmartCard on 1 June. The product is available in single or discounted multiples of 3, 5 or 10. DaySaver range will be made available on the ios app.	Phase one	<b>Completed</b>

### Key Actions/Next Steps

*What are the key activities/actions that need to be completed next?*

Produce design principles for the Travel Centre Transformation.  
Ongoing development of the app and testing.

### Key Workstream Risks

*What are the key risks affecting your outputs at this time? Are there any outputs at risk of not being delivered?*

ABBOT project cancelled – possibility of exploring other options in this space

### Change of Scope for Approval by the Alliance Steering Group

*Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?*

## West Yorkshire Bus Alliance Workplan Update Report

**Workstream: Ticketing and Affordability**

**Workstream Leads: Andrew Bradley (interim), Martin Hirst**

**Date: September 2020**

**Reporting Period: Aug - Sep 2020**

### ***Fare offers for young people***

<b>Key Actions/Next Steps</b>
<p><i>What are the key activities/actions that need to be completed next?</i></p> <ul style="list-style-type: none"><li>• Analysis of Fare Deal for Young People consultation</li></ul>



### ***Simple Fare Structure***

<b>Key Actions/Next Steps</b>
<p><i>What are the key activities/actions that need to be completed next?</i></p> <ul style="list-style-type: none"><li>• Identify whether further resource will be required at WYCA for fares validation or if this will be funded by DfT?</li></ul>

## Fare offers for young people

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
Simple, clear and affordable fares structure and ticketing offer across the bus network for Under 19's and Under 25's	<p>Work with WYTCL to develop new products where relevant (e.g. for apprentices) and ensure that existing ticket options are easy to understand and made available on MCard app.</p> <p>Work with Operators to determine if additional Operator own products are required.</p>	<ul style="list-style-type: none"> <li>• MCard actions being delivered through WYTCL (delayed by Covid)</li> <li>• Additional offer for young people and price freeze for under 19s – to be taken forward through discussions at next WYTCL meeting.</li> <li>• Price likely to be frozen again in Sep</li> <li>• Simplification of fare structure being delivered through the Fare Deal for Young People</li> </ul>	On-going	
	Investigate ways to allow parents to purchase tickets for young people and share using mobile technology.	App development currently underway - basic app will be live but additional functionality may not be. Autumn tbc	On-going	
Clear promotion and application of low-cost travel for young people to include clarity on ID requirements for entitlement tickets	Actions to ensure that travel for young people is affordable. Communications plan to be developed to ensure clear and consistent messaging to young people of fare/product options	<ul style="list-style-type: none"> <li>• Young people comms being delivered through the WYTCL Marketing Plan</li> <li>• Relaxation of I.D requirements to be promoted ideally by the end of September</li> </ul>	On-going	
A revised concessionary scheme for young people	Formalise / revise existing rules/principles and update in line with new ID requirements and apportionment agreements	<ul style="list-style-type: none"> <li>• Fare Deal for Young People consultation closed 30 June</li> <li>• AB to circulate a summary of the feedback once analysed</li> <li>• Launch tbc</li> </ul>	On-going	
Better intelligence on young people's market to help better understand growth opportunities	<p>Understand trends in young people's travel</p> <p>Understand gaps in coverage of existing products.</p>	<ul style="list-style-type: none"> <li>• Already underway through the Digital Payment for Travel Strategy work plan – workplan to be reviewed to understand whether it can inform anything here</li> <li>• Discuss with Steering Group whether there is anything further to progress with this deliverable</li> </ul>	Phase 1	
	Ensuring that all ticketing products have smart equivalent and that these options	MyDay on smart – due to be launched.	Already delivered	<b>Complete</b>

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
Making ticketing products smart so we can collect data/insight into usage.	are promoted. Work with WYTCL to develop pricing offers for customers purchasing tickets through the app.	Paper Daysaver products made available on app	Already delivered	<b>Complete</b>

### Key Workstream Risks

*What are the key risks affecting your outputs at this time?*

Key risk is resource availability to develop the required outputs at the Combined Authority.

### Change of Scope for Approval by the Alliance Steering Group

*Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?*

### Simple fare structure

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
A design for a simple fares structure	Development of a simplified structure for fare calculation – this may be zonal or distance based	<ul style="list-style-type: none"> <li>Fare structure principles paper put forward at January Steering Group.</li> <li>Action was to speak to operators on an individual basis (to avoid competition issues) on whether the principles are currently being delivered or could be in future</li> </ul>	Phase 2	
Shared ticketing agreement across all operators	Disruption and tender changes (for 1 month after a change of operator, customers can use operator tickets on each service)	<ul style="list-style-type: none"> <li>Husky protocol was updated and is being included in forthcoming tenders (Calderdale complete)</li> <li>Will also be informed by the tendered services planning criteria work</li> <li>Is any public comms required?</li> </ul>	On-going	
	Ticket acceptance between operators working the same route at different times of day	Ticket acceptance trial took place on A64 – feedback?		
	Staff pass acceptance (all Alliance operators to accept each other's staff passes for free travel)	<ul style="list-style-type: none"> <li>To be agreed with smaller operators who sign up to the Alliance</li> <li>Transdev acceptance also required</li> </ul>		

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
	Build shared ticketing agreement into future tenders	Progress?		
Season ticket customer compensation	Customers holding season tickets to be compensated in the event of major service disruptions	A multi-operator compensation scheme has been accelerated due to Covid. Single operator is uncertain	On-going	
All fares and ticketing information available through open data	A legal requirement that will be partially delivered through TfN	Being delivered through the Bus Open Data System	On-going	
A communications plan for ticketing options	Plan identifying specific publicity for each of the ticket types where a gap in awareness has already been identified by the Alliance and WYTCL	Funding and delivery committed by WYTCL and being delivery through the Commercial Group	On-going	

### Key Workstream Risks

*What are the key risks affecting your outputs at this time? Are there are any outputs at risk of not being delivered?*

1. Key risk is resource availability to develop the required outputs at the Combined Authority.
2. Staff pass acceptance – need discussion with all operators
3. Progress on ensuring shared ticketing agreement is built into new tenders.

### Change of Scope for Approval by the Alliance Steering Group

*Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?*

## West Yorkshire Bus Alliance Workplan Update Report

**Workstream: Travel Information**

**Workstream Leads: Mike Nolan**

**Date: September 2020**

**Reporting Period: Aug - Sep 2020**

Output	Description	Progress to Date	Phase for Delivery	Progress RAG
Travel information that reflects the live network	Provision of audio and visual information on buses, with consistent naming convention.	<ul style="list-style-type: none"> <li>AV information available on a number of buses now</li> <li>Numbers of A.V displays on bus to be collated through the Customer Service workstream</li> </ul>	On-going	
	Using wi-fi for key messages	Operators to confirm how much this is utilised already	Phase one	
	Ensure the provision of accurate and consistent travel information via operator, WYCA and third party journey planners online and via smartphone.  Real time screens in stops and shelters and via QR codes at all stops. Regular updates via social media.	<ul style="list-style-type: none"> <li>On-going provision.</li> <li>Roll out of battery powered real time in Leeds through the LPTIP programme</li> </ul>	On-going	
Accurate data compilation and efficient transfer	Explore possibilities of improving the transfer of data between operators and the Combined Authority	Meetings have been held with individual operators to discuss issues and dialogue will continue	Phase one	
Provision of open data including fares information	Make route, timetable and fares information available via open data.  Explore the opportunities that open data can provide to the alliance in the emergence of new technologies that will enhance the customer offer	<ul style="list-style-type: none"> <li>Underway through the Bus Open Data programme</li> <li>Operators will provide their information via ticketer</li> <li>Focus on routes/timetables now. Fares will be published in 2021</li> </ul>	On-going	
Providing information and advice to make buses more attractive	Understand the information that will make bus use more attractive to younger people via Liaison with the Youth Council	<ul style="list-style-type: none"> <li>Engagement with Ahead Partnership on-going</li> <li>Year 2 programme includes engagement with Youth Voice panels in each district</li> </ul>	On-going	

for young people to use				
A plan developed with bus operators regarding use of assets to disseminate information	<p>Agree a plan for the dissemination of planned and unplanned disruption. Including agreement on tone of voice and how we may use e bus as a means of accessing events.</p> <p>To include agreement on a comms plan for disruption caused for works taking place to deliver highway schemes connected with LPTIP.</p> <p>A more co-ordinated approach to the use of social media for reporting of disruptions</p>	<ul style="list-style-type: none"> <li>• Disruption messaging tool developed by TfN</li> <li>• About to agree the structure of content to be published</li> <li>• Will be necessary to discuss with operators how they could feed into the process.</li> <li>• Potential mechanism for putting out in public domain.</li> <li>• Feedback after meetings with TfN (late autumn).</li> <li>• Potential discussion required at a future Steering Group meeting</li> </ul>	On-going	
<ul style="list-style-type: none"> <li>• Services cancelled in the system in real-time to ensure accuracy of customer facing outputs</li> <li>• An action plan to address 'phantom buses'</li> </ul>	<p>Re-establish Real Time Group to:</p> <ul style="list-style-type: none"> <li>• establish agreement on the protocol for cancelling services in the Real Time system</li> <li>• determine an action plan to reduce episodes of the 'phantom bus' and introduce a mechanism for recording.</li> </ul>	<ul style="list-style-type: none"> <li>• Conversations have taken place with operators and have commented that resource issues prevents them from delivering this</li> <li>• Way forward to be identified</li> </ul>	Phase two	
Improved quality of data supplied, monitored via quality assurance	Real Time Group to monitor data quality and report back to operators on a periodic basis to drive up quality and identify where issues are occurring.	<ul style="list-style-type: none"> <li>• Constantly changing situation due to Covid is creating uncertainty and capacity constraints</li> <li>• Review again post Covid and agree a process</li> </ul>	Phase three	
Open provision of vehicle movement data	Real Time Group to explore the opportunities presented by open data, including the possibility of combining VM and SM feeds.	On-going through the DfT Bus Open Data Programme	Phase one	
Understand opportunities that may be provided via generic ETMs across all operators	Real Time Group to understand any potential opportunities to make use of generic ETM hardware across all operators as a potential to facilitate delivery of real time information.	<ul style="list-style-type: none"> <li>• Conversations taken place with Ticketer and potential opportunities to use ticketing machines as a data feed for information, but it is not fully understood whether it can be included within our systems</li> <li>• A consultant has advised on a central system for real time to generate predictions for services. Ticketer will be</li> </ul>	On-going	

		<p>used as a feed but a central feed is still required</p> <ul style="list-style-type: none"> <li>• Procurement exercise for real time system about to commence</li> </ul>		
<p>A tool that facilitates provision of disruption information (delivering through TfN)</p>	<p>Work with TfN on the development of their disruption messaging solution.</p>	<ul style="list-style-type: none"> <li>• The disruption messaging tool went live for WYCA on 16 March and messages are being input into the system for planned disruptions in West Yorkshire.</li> <li>• The alerts are now being picked up by Moovit and are displayed on their journey planner.</li> <li>• The open data hub went live on the 31 March to LTAs and key developers.</li> <li>• The user agreement has been agreed and signed off by WYCA.</li> <li>• Operators to be spoken to help provide content for this</li> </ul>	<p>On-going</p>	

<p><b>Key Actions/Next Steps</b></p> <p><i>What are the key activities/actions that need to be completed next?</i></p>
<p><b>Key Workstream Risks</b></p> <p><i>What are the key risks affecting your outputs at this time? Are there any outputs at risk of not being delivered?</i></p> <p>Identifying correct people for group. Some impacts from Covid-19.</p>
<p><b>Change of Scope for Approval by the Alliance Steering Group</b></p> <p><i>Are there any changes in the scope of the outputs or variation of the work that require approval by the Alliance Steering Group?</i></p> <p>None</p>