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Date: 1 July 2016

Dear Nick

### **SUPPORT FOR THE PROPOSED INSTALLATION OF BUS LANE ENFORCEMENT.**

Many thanks for keeping us informed on progress with the proposals to introduce bus lane enforcement on the key arterial routes in Birmingham.

One of the key risks to maintaining the existing bus network is congestion on the main routes into the city and the impact this has on service punctuality and the additional resource operators are required to put in place to maintain service frequency, coverage and reliability.

This risk is recognised by the West Midlands Bus Alliance, of which Birmingham City Council is a key member, and is reflected across the 12 key objectives set by the Bus Alliance Board. The relevant objectives are;

- Improvement in peak time journey speeds.
- Increased investment in highways infrastructure to aid journey times and reliability.
- Customer satisfaction levels remain over 85%.
- To increase bus patronage by 5%.

Analysis undertaken by National Express has shown that the introduction of enforced bus lanes in Birmingham City Centre resulted in reduced waiting time for passengers of 12 to 16% for those services using Moor Street Queensway and Priory Queensway. Journey times for passengers reduced by an average of 3 to 4 minutes in the afternoon peak. These improvements have been maintained.

The variability in service provision in the city centre and other local centres is now largely a result of delays and problems away from the city core on key radial routes and crossing the middle way into the city centre. The introduction of enforced bus lanes and other priority measures will greatly assist in delivering improved and more attractive bus services across the city.

The journey time savings achieved will allow bus operators to invest in service improvements rather than simply using more resources to maintain the existing frequency with slower journey times. The benefits will be real and significant for bus passengers and encourage modal shift from private to public transport. There is an opportunity to create a virtuous circle of service

improvements, passenger growth and further service improvements this in turn will help deliver the councils vision for a connected city

For the reasons stated above The West Midlands Combined Authority (WMCA) is fully supportive of the provision of bus lanes, other bus priority measures and their enforcement in the City.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Jonathan Hayes', with a stylized flourish at the end.

**Jonathan Hayes**  
**Head of Network Delivery**