

Open Report on behalf of Andy Gutherson, Executive Director - Place

Report to:	Councillor M J Hill OBE, Leader of the Council and Executive Councillor for Resources, Communications and Commissioning; and Councillor R G Davies, Executive Councillor for Highways, Transport, and IT
Date:	05 - 15 March 2024
Subject:	Procurement of Real Time Passenger information displays for public transport in Lincolnshire
Decision Reference:	I032123
Key decision?	Yes

Summary:

LCC has secured additional grant funding from the Department for Transport to the value of £4,370,000 revenue funding to support the delivery of LCC's Bus Service Improvement Plans (BSIPs). We propose to utilise £930k of this funding for the purchase, installation and maintenance of the following;

1. Install 100 number of E-paper, high quality displays at bus stops across the county.
2. Install 10 number of 49" totems at bus stations across the county to provide a single source of real time information for all bus services that flow through each bus station.
3. Install 20 number of 32" tft screens at key bus hot-spot locations such as shopping centres and the counties hospitals
4. Develop a 'disruption messaging' facility to be used across the whole network of displays as agreed through the Lincolnshire Enhanced Bus Partnership.
5. Develop a localised web-based 'virtual' bus stops enquiry tool. This will build on the current journey planner to encompass real time departures from all bus stops in the county.

This report sets out the proposed course of action which includes the procurement of a new contract and delegation of the necessary decisions.

Recommendation(s):

(1) That the Leader of the Council (Executive Councillor for Resources, Communications and Commissioning) approves the Scheme for the provision of Real Time Passenger

Information displays to be installed at key public transport locations across Lincolnshire ('Scheme').

(2) That the Executive Councillor for Highways, Transport, and IT:

- Approves the undertaking of an appropriate procurement process in relation to the purchase of the equipment necessary to deliver the Scheme; and
- Delegates to the Executive Director for Place, in consultation with the Executive Councillor for Highways, Transport and IT, authority to take all decisions necessary to deliver the Scheme including the award, and entering into, of contracts arising from the procurement process.

Alternatives Considered:

1. Allow the market of commercial bus operators to provide displays at key bus stop locations. This is unlikely to provide tangible results as each commercial bus operator has advised there is no commercial case for the provision of on-street displays. Each is already investing in single operator real time outputs via their standard websites and apps. They all regard all-operator and Park and Ride information as being a service for local authorities to provide, from its position as a non-competing 'independent' neutral.
2. Not to proceed with the project will result in the benefits of the projects not being realised and the benefits to the overall public transport network not being realised.

Reasons for Recommendation:

The delivery of real time passenger information displays is part of a number of measures to improve public bus services in Lincolnshire. Ensuring that passengers have access to live information on arrivals and departures of services is key to providing confidence in the bus network and assisting in attracting new users towards public transport.

1. Background

1.1 This proposal aims to significantly improve the provision of bus arrival & departure information at bus stops by providing real time information displays at key locations across the county. This approach will see data captured from all operators across the county and provide a single point of information, in a clear and consistent manner both online and importantly on the roadside at targeted locations. Where possible, at key bus stops and interchanges, we will introduce audible announcements to passengers with sight difficulties.

This approach will greatly assist in reducing perceived wait times for buses but also provide opportunities to communicate live data impacting on service reliability to the roadside.

1.2 Following the delivery of the Lincolnshire ETM loan scheme since 2019, all commercial and tendered bus services in Lincolnshire have electronic ticket machines on the

vehicles which provide a continuous automatic vehicle location (AVL) data source. This data is inputted to a central hub managed by Lincolnshire County Council where it is converted to produce real time, bus stop arrival times through a regularly updated algorithm (every 20seconds).

- 1.3 These predictions at present are only available online through NextBuses | Bus Stop Search which is only available to those with access to the internet.
- 1.4 Whilst each operator currently provides their own predicted arrival times for their services through their apps, this in many instances fails to meet the needs of users on the ground waiting for the bus without access to the internet.
- 1.5 Previously Lincolnshire County Council hasn't had the funding available to invest in roadside Realtime displays due to the cost of units and requirement for them to be installed with a continuous power supply. Technology has moved on significantly in the past few years where on road displays can now be provided with battery and / or solar technology, removing previously expensive installation and maintenance costs.
- 1.6 Whilst providing accurate arrival time is a key element of implementing real time displays, another significant benefit comes in the form of real time messaging. This allows bus stops and real time displays to transmit;
 - Information relating to disruption caused by localised road traffic accidents
 - Diversions and cancellations caused by weather conditions or other operational issues
 - Imminent fare, timetable and route changes
 - Upcoming local events that might cause service disruption.
- 1.7 It is comprehensive and is seen by users in their waiting down-time, when they are more receptive to taking in such information. It is also more likely to be seen by those who regularly use the bus and will therefore be most affected by the information.
- 1.8 LCC has secured additional grant funding from the Department for Transport to the value of £4,370,000 revenue funding to support the delivery of LCC's Bus Service Improvement Plans (BSIPs). We propose to utilise £930k of this funding for the purchase, installation and maintenance of the following;
 1. Install 100 number of E-paper, high quality displays at bus stops across the county.
 2. Install 10 number of 49" totems at bus stations across the county to provide a single source of real time information for all bus services that flow through each bus station.
 3. Install 20 number of 32" tft screens at key bus hot-spot locations such as shopping centres and the counties hospitals
 4. Develop a 'disruption messaging' facility to be used across the whole network of displays as agreed through the Lincolnshire Enhanced Bus Partnership.
 5. Develop a localised web-based 'virtual' bus stops enquiry tool. This will build on the current journey planner to encompass real time departures from all bus stops in the county.

- 1.9 Lincolnshire has over 2,000 bus stops which would cost in excess of £17.5m to deploy real time at all these locations. It is proposed that we focus on the top 100 sites initially to deploy modern and state of the art real time displays that can be added to bus poles as digital flag displays, whilst also deploying large screens and totems at appropriate locations such as bus stations, hospitals and shopping centres.
- 1.10 The cost of deploying the five initiatives identified above will be £930k and take up to a year to install. This cost includes the front loading of 5 years of maintenance on the assets to ensure this initial investment is safeguarded and maintained appropriately.

2.0 Scope of project

- 2.1 It is proposed to utilise £930k of this funding for the purchase, installation and maintenance of the following;
- Install 100 number of E-paper, high quality displays at bus stops across the county.
 - Install 10 number of 49" totems at bus stations across the county to provide a single source of real time information for all bus services that flow through each bus station.
 - Install 20 number of 32" tft screens at key bus hot-spot locations such as shopping centres and the counties hospitals
 - Develop a 'disruption messaging' facility to be used across the whole network of displays as agreed through the Lincolnshire Enhanced Bus Partnership.
- 2.2 The 100 sites will be selected on a needs-based approach, considering the number and frequency of services that serve each bus stop. It is anticipated that bus stations will benefit from large totem style displays that will provide live data on all departures from the station. Hospitals that are frequently served by buses will also have large screens deployed to enable excellent access to live information.

3.0 Benefits and Outcomes

- 3.1 The intended outcomes and anticipated benefits are;
- Real time screens and information displays gives increased presence of bus services in key locations, giving passengers confidence of reliability in the public transport network.
 - Enhances the look and feel of bus services which is likely to assist uptake of usage of bus services and help drive modal shift
 - The screens allows bus stops and real time displays to transmit the following;
 - a. Information relating to disruption caused by localised road traffic accidents
 - b. Diversions and cancellations caused by weather conditions or other operational issues
 - c. Imminent fare, timetable and route changes
 - d. Upcoming local events that might cause service disruption.

4.0 Procurement programme

- 4.1 The intended procurement route is to utilise the National Mobilities Procurement Hub and conduct a further competition through the Real Time Information Display Screens (RTPI) framework, which we can access through our membership with SAM (Smart Applications Management). There are 3 suppliers awarded to the framework and they will all be invited to submit a tender. SAM have worked with LCC to develop our requirements and will run the procurement exercise on our behalf, although the bids will be evaluated by LCC.
- 4.2 As funding is secured the main risk is the timescales for implementation. The initial 100 sites will need to be implemented within a 2 year period. This will be managed by the Transport team and through the performance management framework within the contract. The successful supplier will be required to provide the Council with an implementation plan which needs to be agreed by the Council and will form part of the contractual arrangements.
- 4.3 The contract also includes provisions for software maintenance along with an up-time target of 98%.
- 4.4 Performance management is based on the framework performance management mechanism and includes supplier response times to maintenance call-outs along with implementation specific performance targets. There are financial penalties for not achieving the service levels along with being linked to the default in performance of the service clause within the Contract.
- 4.5 The intention is to complete the tender process by end of March 2024 with the delivery of displays to commence in Early May 2024 and it is anticipated that deliver will take between 18-24 months to install at all locations.
- 4.6 Below is an overview of the procurement programme for the projects

Item	Date
Tender Period	February 2024 - March 2024
Highways and Transport Scrutiny Committee	4 March 2024
Executive Key Decision	11 March to 15 March 2024
Award Contract	15 March 2024
Contractor mobilisation	15 March 2024 for 10 weeks
Deployment commences	24 May 2024

5 Cost Estimates

- 5.1 Below is the detailed cost forecast for the project for the Market Place project

Item	Cost summary
100 – E-Paper Flag Screens	£574,580
10 – 49” totem displays	£165,640
20 – 32” tft Screens	£187,700
Total Forecast	£927,919

6 Funding

6.1 The project is funded entirely by the Department for Transport's BSIP+ (Bus service improvement plan)

7. Legal Issues:

Equality Act 2010

Under section 149 of the Equality Act 2010, the Council must, in the exercise of its functions, have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

Having due regard to the need to advance equality of opportunity involves having due regard, in particular, to the need to:

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
- Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice, and promote understanding.

Compliance with the duties in section 149 may involve treating some persons more favourably than others.

The duty cannot be delegated and must be discharged by the decision-maker. To discharge the statutory duty the decision-maker must analyse all the relevant material with the

specific statutory obligations in mind. If a risk of adverse impact is identified consideration must be given to measures to avoid that impact as part of the decision-making process.

A separate Equality Impact Assessment has not been undertaken. However, the contract supports the Council to enable bus services to be more visible within the community including to individuals who may have a protected characteristic such as people with a disability and younger and older people.

Joint Strategic Needs Assessment (JSNA and the Joint Health and Wellbeing Strategy (JHWS)

The Council must have regard to the Joint Strategic Needs Assessment (JSNA) and the Joint Health and Wellbeing Strategy (JHWS) in coming to a decision.

The contract supports the Council to ensure bus services are able to provide real time information, therefore maximising independence and wellbeing which is consistent with the principles underpinning the JSNA and the JHWS.

Crime and Disorder

Under section 17 of the Crime and Disorder Act 1998, the Council must exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment), the misuse of drugs, alcohol and other substances in its area and re-offending in its area.

The decision is not considered to have any implications for the section 17 matters.

8. Conclusion

This report seeks approval from the Executive Councillors for Resources, Communications and Commissioning and Highways, Transport and IT respectively to approve the Scheme and the carrying out of a procurement process as detailed in this report and to delegate to the Executive Director of Place, in consultation with the Executive Councillor for Highways, Transport and IT, authority to award and enter into relevant contracts for delivery of the project.

9. Legal Comments:

The Scheme as detailed in this report is within the Council's powers and by virtue of The Local Authorities (Functions and Responsibilities) (England) Regulations 2000 (as amended) is an executive function and within the remit of the Executive Councillors to consider and determine.

10. Resource Comments:

The works described in this report will be funded via government grant so should have no direct impact on the approved budget of the council.

11. Consultation

a) Has Local Member Been Consulted?

n/a

b) Has Executive Councillor Been Consulted?

Yes

c) Scrutiny Comments

This has not been considered by a scrutiny committee

d) Risks and Impact Analysis

An Equality Impact Assessment has not been undertaken. This work is considered neutral in its impact on protected characteristics groups.

12. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Stuart Eccles, who can be contacted by stuart.eccles@lincolnshire.gov.uk