



Annex 10 - Contribution Letter from First Bus



First Bus

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26th May 2020

Tom McCabe
Executive Director of Community & Environmental Services
Norfolk County Council

Dear Mr McCabe,

Naturally we were as disappointed as you were to hear that Norwich had not received an allocation of funding at the initial Transforming Cities Fund announcement. The proposals that had been put forward were truly ambitious and we were looking forward to the positive impact they would have had.

However, following the announcement that a reduced amount of funding was still potentially available, we have been working in close partnership with your officers, to put together a revised package, that still provides the opportunity to make a significant step change in how public transport operates in and around the city.

Although we recognise that the revised bids are much smaller than those originally submitted, I am very pleased to say that, as a result of this partnership approach, we have retained all the schemes that will have the biggest impact to transform bus services. In the years ahead, congestion and air quality will continue to be the most pressing day to day issues that we face, the bus measures and interventions detailed in the bids will make a significant difference to these, enabling bus services to be more consistent, with shorter journey times along key corridors, and with greater frequencies in some cases too.

It is because of this, that we are still able to commit to the level of vehicle investment we indicated in our previous letter. To assist, the key details are repeated below, with full details contained in the attached **Investment Annex A**.

- £15.8m Investment in 55 new Euro VI diesel buses for the following routes
 - Blue Line – City Centre to University of East Anglia
 - Pink Line – Sprowston to Norfolk & Norwich Hospital
 - Red Line – Costessey to Heartsease & Thorpe St Andrew
 - Purple Line – Mile Cross to Lakenham

- £2.15m Investment to refurbish the remaining 67 vehicles, bringing them up to the same standard as the new fleet.
- All vehicles would be fitted with next stop audio and visual announcement systems and USB charging points.
- Frequency enhancements on Red Line, Purple Line and Green Line corridors
- We will monitor the development of fully electric vehicles to see if there is an opportunity to switch a proportion of this investment to these, instead of diesel.

Investment Summary by service group -

Service group	TCF Corridor	New Vehicles	Refurb costs	Total
		000's	000's	000's
Blue Line	Wymondham - City	£6,300		£6,300
Pink Line	Sprowston - City Wymondham - City	£3,500		£3,500
Red Line	Easton - City Rackheath - City	£5,100		£5,100
Purple Line	Airport - City	£900	£565	£1,465
Green Line	Broadland BP - City Wymondham - City		£275	£275
Orange Line	Easton - City		£455	£455
Turquoise Line	Wymondham - City		£315	£315
Yellow Line	Non TCF		£320	£320
Charcoal Line	Non TCF		£225	£225
Total spend		£15,800	£2,155	£17,955

We now look forward to the submission of the revised bids and a positive response. Once the outcome is known, we would be more than happy to work with you on the finer details of the schemes and further enhancing our partnership.

Yours Sincerely



GILES FEARNLEY
Managing Director, First Bus

Annex A – Full Investment details –

55 New Vehicles - We have identified 4 routes where we will invest in new vehicles. They would all include audio and visual next stop announcement equipment, USB charging and free WiFi.

Blue Line – 18 new Euro VI vehicles (currently Euro V)

These services link the city centre and rail station with the University of East Anglia. It is anticipated the proposed bus measures will allow us to extend certain journeys through to Norwich Research Park and the Norfolk and Norwich University Hospital, providing direct links to these locations from the rail station.

If these projected time savings are realised, as a minimum, we will commit to the following combined frequencies –

Weekdays – 12 journeys per hour up to 19.00, 4 journeys per hour up to 24.00.
Saturdays - 8 journeys per hour up to 19.00, 4 journeys per hour up to 24.00. Sundays – 6 journeys per hour up to 18.00, 4 journeys per hour up to 24.00.

We are interested in the potential for switching the proposed diesel investment for fully electric vehicles, subject to an assessment of suitability and the availability of additional funding for both the difference in cost between diesel and electric and the associated charging infrastructure, such as the Green Bus Fund

Pink Line – 13 new Euro VI vehicles (currently Euro VI)

These services link the Sprowston corridor across the city centre, to the Norfolk and Norwich University Hospital. It is anticipated the proposed bus measures will allow us to extend certain journeys through to Norwich Research Park and the University of East Anglia, providing direct links to these locations.

If these projected time savings are realised, as a minimum, we will commit to the following combined frequencies –

Weekdays – 6 journeys per hour up to 19.00, 2 journeys per hour up to 24.00. Saturdays - 6 journeys per hour up to 19.00, 2 journeys per hour up to 24.00. Sundays – 3 journeys per hour up to 18.00, 2 journeys per hour up to 24.00.

We are interested in the potential for switching the proposed diesel investment for fully electric vehicles, subject to an assessment of suitability and the availability of

additional funding for both the difference in cost between diesel and electric and the associated charging infrastructure, such as the Green Bus Fund

Red Line – 19 new Euro VI vehicles (currently a mixture of Euro III and Euro V)

These services link the Easton corridor across the city centre, to the Rackheath corridor, encompassing some of the most deprived areas of the city. The proposed bus measures will allow us to increase the frequencies of these services.

If the projected time savings are realised, as a minimum we will commit to the following combined frequencies –

Weekdays – 10 journeys per hour up to 19.00, 4 journeys per hour up to 24.00.
Saturdays - 10 journeys per hour up to 19.00, 4 journeys per hour up to 24.00. Sundays – 4 journeys per hour up to 18.00, 2 journeys per hour up to 24.00.

Purple Line 39/39A – 5 new Euro VI vehicles (currently Euro V)

These services link the Airport corridor across the city centre, to an area south of the city. It is anticipated the proposed bus measures will allow us to increase the frequencies of these services.

There are a number of other Purple Line service that operate along the Airport – City corridor. If these projected time savings are realised, as a minimum we will commit to the following combined frequencies along this corridor –

Weekdays – 8 journeys per hour up to 19.00, 2 journeys per hour up to 24.00. Saturdays - 8 journeys per hour up to 19.00, 2 journeys per hour up to 24.00. Sundays – 4 journeys per hour up to 18.00, 2 journeys per hour up to 24.00.

Frequency enhancements and changes

Green Line – (currently Euro VI)

These services link the Wymondham corridor across the city centre, to the Broadland BP corridor. It is anticipated the proposed bus measures will allow us to increase the frequencies of these services.

If these projected time savings are realised, as a minimum we will commit to the following combined frequencies –

Weekdays – 5 journeys per hour up to 19.00, 2 journeys per hour up to 24.00. Saturdays - 5 journeys per hour up to 19.00, 2 journeys per hour up to 24.00. Sundays – 2 journeys per hour up to 18.00, 1 journey per hour up to 24.00.

Purple Line 38/38A – Euro V vehicles (currently Euro III)

These services link the Airport corridor across the city centre, to villages and towns south of the city. The proposed bus measures will allow us to provide a direct service to the expanding Norwich Airport from the city centre.

We will work with stakeholders to establish how this could be routed via the rail station and how the timetable would be constructed to provide the most suitable journeys for both staff and travellers.

67 Refurbished Vehicles – The investment in 55 new vehicles will significantly improve the customer experience for the services identified above. We are aware however that this will potentially lead to a distinct difference in quality for customers across the network. We will therefore commit to carrying out a full refurbishment of all the remaining vehicles in our Norwich fleet, to provide a consistent, high standard customer offering across our network, which will include new flooring, interior panels, seating including USB charging and next stop audio and visual announcement equipment.

Tackling the emissions of our fleet is also extremely important to us, and this investment will mean that we are able to remove all our existing Euro III and Euro IV vehicles from our Norwich fleet. As we operate around 75% of the public transport network in and around the city, this will result in a significant improvement in the emissions of the city's public transport network, helping to tackle the air quality issues that the city has. This would also mean that the entire Norwich fleet would have next stop audio and visual capability, which would be step change for Norwich, significantly enhancing the experience of those with visual impairments.

Investment Summary

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