



Department
for Transport

Solent Area Future Transport Zone Update

Quarterly Update
August 2021



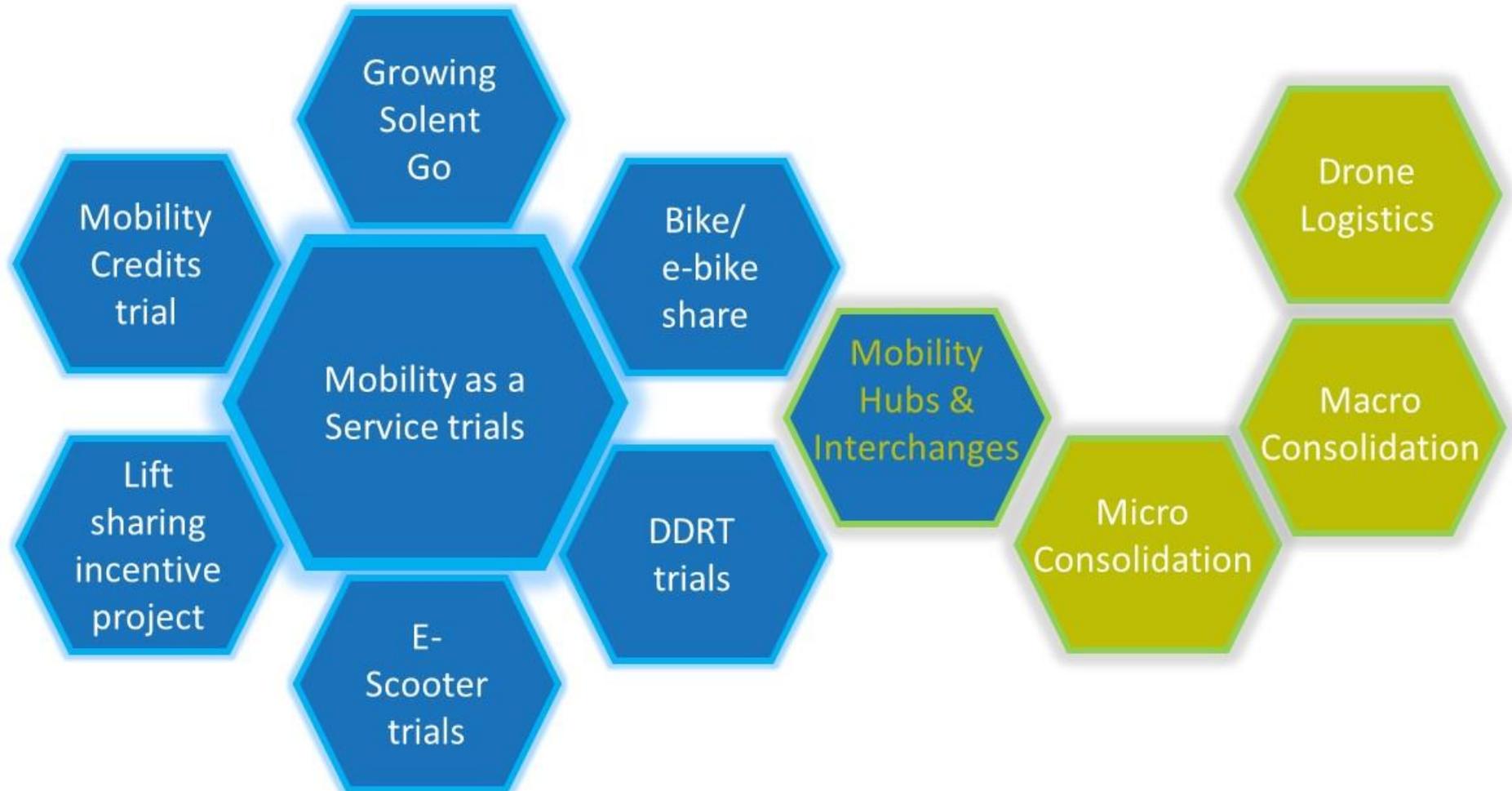
Programme Overview

Theme 1: Personal Mobility

Cross-cutting
projects (Non-FTZ)

**Theme 2: Sustainable
Urban Logistics**

Marketing – Customer Journey – Behavioural Change and Human Factors





Programme Headlines

- **E-Scooter trial project** – The trials on the IoW, PCC and SCC are progressing well, with significant expansion planned/delivered. At the end of July 2021 the number of e-scooters in each trial was 100 IoW, 406 PCC and 686 SCC. Trials expected to be extended to March 2022 and potentially transition to pilot deployment schemes in accordance with the DfT announcement on the 6th August.
- **MaaS platform and Trials** – Preferred supplier consortium has been agreed and have started development work University research is progressing. Planned launch of initial MaaS platform (MVP) on course for later in 2021.
- **Growing Solent Go** – New 'Saver 5' carnet ticket soft launched in April 2021, although has not be actively promoted due to Covid-19 lockdown. The promotion of the new ticket will be included within the promotion of the MaaS Platform launch later this year. Other aspects of development, including MaaS integration, also specified and planned.
- **Bike Share Project** – Initial planning of scheme has commenced. A Demand Study has been completed which recommends appropriate size of schemes in each LTA and key information required to feed into our procurement approach. Procurement planned for late summer / autumn 2021.
- **DDRT Project** – Review of project commenced, working to outline brief that has been shared with LTA partners. Currently developing several revised options for how trial might be implemented following initial conversations with LTAs; these options will be used to inform engagement with LTAs and potential operators and technology partners; aim to bring report recommending way forward to next FTZ Programme Board meeting on the 23rd September.
- **Theme 2 Urban Logistics Projects**. Planning of the consolidation projects underway with Project Board meetings taking place with LTA officers, universities and FTZ delivery team. PIDs for Consolidation and Drones Projects have now been approved by the FTZ Programme board, although MoU with universities still requires approval.
- **FTZ Recruitment**. Six fixed term staff have now been recruited and have started (or will be starting soon) in the FTZ Delivery Team. This includes the Programme Manager (Tim Forrester) who started on the 2nd August.



Programme Issues/Challenges

- **Joint Legal Agreement.** We are required to renew the existing JLA as we need to use it as a method of transferring FTZ funds for delivered projects. At the moment not all LTA partners have yet signed an updated version of the agreement, although they are due to finalise the agreement by the end of August. Work is continuing in good faith and finance slide later in this report reflects incurred committed spend, which will be resolved immediately after document signing.
- **MaaS Platform.** Supplier consortium has been appointed. However, finalising and approval of contract is taking longer than anticipated, due to complexity of project, contract negotiations with supplier and time required for our legal support to respond. Contract is now expected to be finalised in August.
- **Bike Share Schemes.** Initial soft market testing and industry insight from the Bicycle Association has identified a supply issue for equipment (due to Covid and Brexit) resulting in a delays to deliver bikes and components. Bike share launch has therefore been pushed back until Spring 2022 at the earliest.
- **Theme 2 Projects.** The MoU with the universities related to the Consolidation and Drones projects is still to be finalised and approved. Whilst approval is expected early August, it is anticipated that many delayed activities can be accelerated over the next 12 months to bring the programme back on schedule. The second set of drone trials, this time with a Vertical Take-off and landing (VTOL) drone operated by Apian will take place late August/September to confirm logistics elements of project plan (previous trials were conducted using fixed wing drones in 2020, for which important lessons have already been learnt) and it is viewed would not be appropriate for ongoing use in the Solent.
- **Projects Lift Share, Mobility Credits and DDRT** are currently on hold due to COVID-19. A review of these projects has started and will be carried out by Autumn 2021 (DDRT project review underway) to determine whether these should proceed in their current form. Paper was prepared for FTZ Programme Board on options for the DDRT project, which was discussed at last Board meeting on 27th May. Further review work now in progress. Review for lift share project yet to start (due to capacity/other priorities); Mobility Credits trial still appears viable in original form, in a post Covid environment, so probably does not need to be reviewed.
- **FTZ Recruitment.** We are still actively recruiting as there are still three outstanding fixed term roles to fill in the delivery team. Two of these roles (Research & Evaluation Manager and Theme 2 Lead Manager) have proven difficult to fill, and we have advertised these positions on two separate occasions. We are also actively looking at alternative strategies for delivering these projects.
- **Lockdown and Covid issues.** Whilst most projects are still on track, lockdown and Covid-19 issues are affecting partners and third parties abilities to respond in time to ensure present delivery to timescales. Examples of problems and delays include longer than expected time required for legal team to review the contract with the MaaS Platform Developer and delays with recruitment and the time required for internal services to complete all the contract requirements for successful applicants. These matters are in hand and have been raised with relevant LTA heads of Service.

Monitoring and evaluation

A monitoring report should be prepared following the completion of each year of the scheme. DfT and the FMZs will work on the format to ensure consistency

Update

- **Programme Level M&E.** Our key partners (University of Southampton, UoS) are leading our work on the FTZ Programme Level M&E. They are assessing impacts/outcomes of the programme through a combination of the secondary data provided by the DfT and our Local Authority partners, as well as primary data collected by the individual projects "bottom up" and "across the piste" by our MarComms activities. Regarding progress, general monitoring activities have started, for example the reviewing of transport trends during 2020 (as a potential baseline) using DfT's suggested Covid impact assessment method*. We are still to appoint a Research & Evaluation Manager within the FTZ Delivery Team. Dr Alan Wong from the University has been fulfilling this role in the interim.
- **Mobility as a Service (MaaS).** Preliminary meeting undertaken with MaaS Platform supplier regarding M&E. Some initial survey design started in June 2021, with data collection to follow, and we are also looking at the possibility of testing an additional monitoring system for including e-scooters and hire bikes. A monthly MaaS (and Solent Go) Project Board involving the local authorities and our project partners has also been established, which met on 9 June and 7 July.
- **E-scooter trials.** M&E being conducted by the e-scooter suppliers and reported directly to the DfT and our Local Authority partners. Data is captured through the supplier apps (and systems), which include e-scooter ridership, average trip length, fleet availability and general monitoring of reported incidents. Trials in IoW, PCC and SCC are currently ongoing, and the need for further surveys/data collection is being assessed, e.g. for user attitudes and safety.
- **Marketing & Communications (MarComms).** The effectiveness of our MarComms activities will be assessed through a number of outputs, including marketing campaigns, brand building, press releases, ads, web content and direct mail, as well as social media engagement and stakeholder/focus groups. The outcomes/impacts of these activities are aligned to the Programme/Project objectives, for which a strategic framework to support the behaviour change has been developed. An assessment of potential target groups has been carried out, e.g. with Mosaic segmentation review conducted in conjunction with Ubiquity (an outside agency), along with the implications of this market research on FTZ projects. Work has continued with the agency on the MaaS (and associated FTZ) branding in June/July, including user assessments and LA feedback, and a shortlist of the MaaS app name and branding options is being decided.
- **FTZ National Evaluation.** We have continued to conduct regular, bi-monthly progress meetings with NatCen, including updates on 10 June and 20 July. We also participated in their FTZ Movement of Goods Workshop on 27 May, and their quarterly Community of Practice (CoP) Workshop on 2 June, which was attended by all FTZ areas.

Risks and challenges

- The establishment of an appropriate baseline or year-on-year comparisons for the programme level monitoring is still challenging, taking into account the Covid-19 short and long term effects on transport patterns and movements in the region.
- How to separate and identify the project impacts and benefits of the FTZ programme from other wider transport schemes and initiatives in the region (e.g. SCC and PCC TCFs). The use of other regions (to act as control for comparisons), such as Bournemouth, Christchurch and Poole (BCP), is being actively considered.
- Some progress on a Data Sharing Agreement (DSA) among our local authorities (LA) delivery partners has been made, although this still needs to be finalised and signed. The 'back-to-back' agreement to then enable the transfer of this data to our University partners** to enable them to act as a 'data processor' (for M&E) on our behalf has been delayed, although it is still hoped this will be in situ in the Autumn..

Next steps

- The Programme Level M&E PID is underway and will be presented to the Solent FTZ Programme Board in September. This includes existing plans from the projects underway and potential methods/early ideas for year-on-year comparisons. Will be used for the ('light touch') 2020-21 Annual Report to be sent to NatCen.
- To continue progress updates with NatCen through planned catch up meetings on 28th September and 26th November.
- To progress the DSA among the LA delivery partners, and develop the data transfer agreement among the FTZ Delivery and UoS/UoP research/M&E partners.
- Continue to develop the evaluation methods for Solent Go, Bike share, DDRT, Micro/Macro Consolidation and Drones Logistics, as the plans for these projects develop. Mobility Credits and Lift Share methods to be assessed, as the need arises..

* <https://www.gov.uk/government/statistics/transport-use-during-the-coronavirus-covid-19-pandemic>

** The University of Portsmouth is assisting with the M&E of our MaaS and Theme 2 projects.





Work Package RAG Status Overview

	Work Package	Milestones	Resource	Brief Commentary (including justification for rating).
1	<p>WP 1 Mobility-as-a-Service platform and trials</p> <p><i>Develop and offer to market a MaaS product that enables customers to plan journeys, purchase tickets and receive incentives in one place, leading to more seamless journeys and reduced car dependency.</i></p>			<p>Milestones: Appointment of supplier consortium confirmed (subject to contract). Development work has begun including liaison with DfT BODS team. Conversations with public transport operators and mobility service providers have commenced with first NDAs agreed. Planned launch of initial MaaS platform (MVP) on course for Q4 2021. A MoU for Theme 1 with the Universities of Portsmouth (UoP) and Southampton (UoS) has also been signed and University research has now commenced.</p> <p>Resourcing: FTZ PM (MaaS/Solent Go) has been appointed and started in role on 12th July. The UoP and UoS have identified their research teams. Additional technical support procured.</p>
2	<p>WP2 - Solent Go – growing the ticketing options offered by Solent Go</p> <p><i>Design and implement a range of new multi-operator public transport tickets, leading to increased flexibility of travel and use of these modes across the region.</i></p>			<p>Milestones: The development of 'Saver 5' carnet ticket now complete; the soft launch took place on 12th April. Investigations have also taken place into the potential for other related ticketing options from across the region to be incorporated into the MaaS offering. Planning is also underway to migrate Solent Go wholly into the development of the MaaS platform, as and when this is undertaken. A temporary continuation of SCC operation of Solent Go beyond August will allow for transition to the new MaaS platform. Unicard will develop a new HOPS which will fully separate our systems and allow for future flexibility.</p> <p>Resourcing: FTZ PM (MaaS/Solent Go) has been appointed and started in role on 12th July. Additional technical support procured.</p>
3	<p>WP3 - Mobility Credits</p> <p><i>Trial of travel credit scheme offered to low socio-economic groups aimed at understanding the impact such credits have on travel behaviour.</i></p>			<p>Milestones: Currently on hold due to COVID-19. To be reviewed Summer 21'</p> <p>Resourcing: Funding reprofiled.</p>
4	<p>WP4 - Bike Share</p> <p><i>Design and launch a new bike share scheme, electric or otherwise, initially to be trialled in a pilot area and subsequently rolled out across the region.</i></p>			<p>Milestones: Demand forecasting study completed and this study will help to shape procurement approach. Project programme revised with anticipated launch date of Spring 2022, although this date is subject to change depending the actual extent of supplier delays.</p> <p>Resourcing: FTZ Theme 1 lead with support from each of the PMs in the two pilot council areas.</p>
5	<p>WP5 - Lift share</p> <p><i>Growing existing lift share services through support for local employers to establish new schemes in workplaces.</i></p>			<p>Milestones: Currently on hold due to COVID-19. To be reviewed Summer 21'.</p> <p>Resourcing: Funding reprofiled.</p>



Work Package RAG Status Overview

	Work Package	Milestones	Resource	Brief Commentary (including justification for rating).
6	<p>WP6 - Demand Responsive Transit</p> <p><i>Design and launch of responsive services to supplement existing public transport networks to improve connectivity in areas under-represented.</i></p>			<p>Milestones: Currently on hold due to COVID-19. Review underway in partnership with LTA partners to consider future work activity. Aiming to bring more detailed review to 23rd Sep FTZ Project Board.</p> <p>Resourcing: Funding reprofiled.</p>
7	<p>WP7 E-Scooter trials</p> <p><i>Design and launch an e-scooter trial, in response to the Government's post-COVID drive to pilot new micro-mobility modes, addressing local health, environmental and social issues as well as the imminent travel challenges posed by COVID 19.</i></p>			<p>Milestones: Three e-scooter trials have now been launched in the Solent Area on the Isle of Wight (November 2020), in PCC and SCC (both in March 2021). Each trial established, have expanded and will continue to expand over the coming months.</p> <p>Resourcing: FTZ PM (PCC and SCC embeds) to carry out the majority of the ongoing work on these trials. Note that FTZ PM SCC Embed is now in role and PCC Embed is due to start on 16th August. Currently Interim FTZ PM (PCC Embed) providing support.</p>
8	<p>WP8 Micro Consolidation</p> <p><i>Introduction of micro consolidation hubs, using innovative concepts and zero emission vehicles including cargo bikes to reduce the impact of last mile deliveries</i></p>			<p>Milestones: Project plan now agreed by all parties and PIDs approved by FTZ Board. Our delivery partners (UoS and UoP) are due to start work on project shortly, immediately following approval of MoU between all parties. Discussions have started on data requirements and with potential project partners already operating in the area. Early discussions also held on potential trial sites in Portsmouth.</p> <p>Resourcing: Currently Interim FTZ Theme 2 Lead is acting as PM for this project. This is an area where we are struggling to identify a candidate for the permanent Theme 2 Lead role. FTZ PM SCC and PCC embeds to support the project in the two pilot council areas. Note that FTZ PM SCC Embed is now in role and PCC Embed is due to start on 16th August. Currently Interim FTZ PM (PCC Embed) providing support.</p>
9	<p>WP9 Macro Consolidation</p> <p><i>Increased use of existing Southampton SDC and research into development of sustainable commercial consolidation in Portsmouth or other relevant locations in the Solent region</i></p>			<p>Milestones: Project plan now agreed by all parties and PIDs approved by FTZ Board. Our delivery partners (UoS and UoP) are due to start work on project shortly, immediately following approval of MoU between all parties. Discussions started on data requirements and with existing operator of the Southampton Sustainable Distribution Centre to agree a priority target list of customers.</p> <p>Resourcing: Currently Interim FTZ Theme 2 Lead is acting as PM for this project. FTZ PM SCC and PCC embeds to support the project in the two pilot council areas. Note that FTZ PM SCC Embed is now in role and PCC Embed is due to start on 16th August. Currently Interim FTZ PM (PCC Embed) providing support.</p>
10	<p>WP10 Drones Logistics</p> <p><i>(1) Trials and practical testing of BVLOS delivery of medical samples to the Isle of Wight, incorporating logistics and human factors elements.</i> <i>(2) Development of an uncrewed traffic management system for drones</i></p>			<p>Milestones: Specification and programme has been revised to ensure the project outcomes are fit for purpose, based on lessons learned during our earlier successful drone trials in 2020 and stakeholder engagement, including with Future Flight Challenge. PID has been submitted and approval by FTZ Board. The 2020 trials were with a fixed wing drone, so additional trials are planned for Autumn 2021 of a VTOL drone to confirm the project approach.</p> <p>Resourcing: Currently Interim FTZ Theme 2 Lead is acting as PM for this project and we are shortly to run a mini tender to secure some technical specialist support.</p>



WP	Capital	Revenue	Spend YTD	Comment
WP 1 - MaaS	£5,927,714	£0*	£0	<p>Committed Spend ~£166,000 estimated committed spend for University of Portsmouth work on MaaS Trials (to end of June) ~£150,000 estimated committed spend for University of Southampton on MaaS Trials (to end of June)</p> <p>Trafi, Unicard, BIT costs to follow contract signing MaaS platform development started in July 2021. Budget approximately £2.4m</p>
WP 2 – Solent Go	£781,500		£5,000	<p>Committed Spend £17,000 Unicard Carnet Ticketing £86,000 Unicard HOPS Migration</p>
WP 3 – Mobility Credits	£665,626		£0	Project to be restarted in 2022
WP 4 – Bike Share	£2,399,730		£86,272	<p>Committed Spend £19,700 for Demand Study</p> <p>Bike share launch expected Spring/Summer 2022</p>
WP 5 – Lift share	£308,038		£0	Project to be reviewed in Autumn 2021
WP 6 - DDRT	£771,000		£0	Project to be reviewed in Summer 2021
WP 7 – E-Scooter	£880,000		£60,488	<p>Committed Spend ~ £10,000 IoW trial (up to end of March 2021) ~ £61,000 PCC trial (up to end of June 2021) ~ £73,000 SCC trial (up to end of June 2021) ~ £37,000 HCC trial ~ £170,000 Voi subsidy</p>





WP	Capital	Revenue	Spend YTD	Comment
WP 8 – Micro Consolidation	£2,499,447		£0	Planning and research underway delivery expected to commence in May 2021
WP 9 – Macro Consolidation	£895,192		£0	Planning and research underway delivery expected to commence in May 2021
WP 10 – Drones Logistics	£8,044,034		£200,000	Advanced funding to UoS April 2020 covering trials in May 2020 and Sept 2021. Theme 2 MoU with University partners to be signed in August covers a significant level of spend.
Other – Staffing, marketing etc	£5,586,719		£830,613	<p>Actual Spend £739,681 spend for FTZ Delivery Team £17,636 spend for Legal and Procurement costs £68,376 spend for Marketing / Communications £4,920 spend for Monitoring & Evaluation</p> <p>Committed Spend ~£62,000 estimated committed spend for University of Southampton on M&E. ~£46,000 estimated committed spend for Solent Transport Staff</p>
RAG	Change	Key financial risks and mitigation		
		<p>* It is assumed that all spend on the FTZ project will be considered as Capital</p> <p>Committed spend represents work undertaken not yet paid by the FTZ Programme.</p> <p>Cost codes and work orders required for FTZ are set up on SCC's financial system</p> <p>At this stage in the programme, no key financial risks have been identified</p>		

