

**GREATER MANCHESTER TRANSPORT COMMITTEE -
BUS SERVICES SUB-COMMITTEE**

DATE: Friday, 10th March, 2023

TIME: 10.30 am

VENUE: The Tootal Buildings - Broadhurst House , 1st Floor, 56
Oxford Street, Manchester, M1 6EU

AGENDA

5. Changes to the Bus Network and Review of Subsidised Bus Services Budget 1 - 54

Report of Stephen Rhodes, Director of Bus, Transport for Greater Manchester (TfGM).

Report to follow.

6. Bus Performance Report 55 - 74

Report of Stephen Rhodes, Director of Bus, Transport for Greater Manchester (TfGM).

Report to follow.

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

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This agenda was issued on 3 March 2023 on behalf of Julie Connor, Secretary to the Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street, Manchester M1 6EU

GREATER MANCHESTER TRANSPORT COMMITTEE

BUS SERVICES SUB COMMITTEE

Date: Friday 10th March 2023

Subject: Changes to the Bus Network and Review of Subsidised Bus Services
Budget - Part A

Report of: Stephen Rhodes, Director of Bus, TfGM

Purpose of Report

To inform Members of the changes that have taken place to the bus network since the last Bus Services Sub Committee meeting and report on action taken or proposed by Transport for Greater Manchester.

Recommendations:

Members are asked to:

1. Note and comment as appropriate on changes to the commercial network set out in Annex A;
2. Agree that no action is taken in respect of changes or de-registered commercial services set out in Annex A;
3. Agree the action taken in respect of the service change set out in Annex B;
4. Agree the proposed changes to general subsidised services set out in Annex C; and
5. Delegate authority to the Chief Executive TfGM and GMCA, in consultation with the GMTCC Chair and Manchester City Council, to agree changes to the Manchester City Centre Free Bus service to commence on 16th April 2023.

<u>BOLTON</u>	<u>MANCHESTER</u>	<u>ROCHDALE</u>	<u>STOCKPORT</u>	<u>TRAFFORD</u>
<u>BURY</u>	<u>OLDHAM</u>	<u>SALFORD</u>	<u>TAMESIDE</u>	<u>WIGAN</u>

Contact Officers

Stephen Rhodes

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Equalities Implications

An Equality Impact Assessment (EqIA) has been undertaken to identify potential implications of the proposed network changes being implemented by bus operators on various protected groups and the extent to which TfGM's proposed response will mitigate these. This EqIA identified a number of potential negative impacts on groups with protected characteristics should services need to be withdrawn or significantly reduced as a result of these proposals – including access to healthcare facilities for the disabled and elderly; access to education for young people; and a disproportionate impact on BAME and low-income households who are more reliant on bus services.

Given that TfGM has intervened to replace withdrawn services and reduced frequencies, the impact will be marginal in the short to medium term.

Climate Change Impact Assessment and Mitigation Measures

N/A

Risk Management

N/A

Legal Considerations

N/A

Financial Consequences – Revenue

See paragraph 2 and Part B report.

Financial Consequences – Capital

N/A

Number of attachments to the report: 0

Comments/recommendations from Overview & Scrutiny Committee

N/A

Background Papers

Forthcoming Changes to the Bus Network report to the Greater Manchester Transport Committee, Bus Services Sub -Committee – 20 January 2023.

Bus Network Stabilisation – report to Greater Manchester Transport Committee, 17 February 2023

Bus Network Review, Greater Manchester Transport Committee – 12 August

2022. Tracking/ Process

Does this report relate to a major strategic decision, as set out in the GMCA Constitution?

Yes

Exemption from call in

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency? No

GM Transport Committee

N/A

Overview and Scrutiny Committee

N/A

1. Introduction/Background

- 1.1. The Bus Services Sub Committee of the Greater Manchester Transport Committee considers matters relating to the operation and service performance of the bus network in Greater Manchester, including commercially registered and subsidised services; Demand Responsive Services, bus stations and bus stops; passenger information services; contract monitoring; vehicle standards; and passenger safety for the subsidised bus network.
- 1.2. Acting under delegated authority, the Sub Committee is tasked to review closely and approve all proposed changes to the subsidised bus network and ensure that the cost of the subsidised general services is kept within the appropriate budget or any cash limits. This is achieved through: -
 - rationalisation of existing services whilst maintaining key links on the network;
 - engaging with operators with the objective of them taking on “marginal commercial” services; and
 - continuing to redesign and restructure grouped services to ensure that maximum value is obtained from subsidy.
- 1.3. In general, withdrawals, reductions or amendments to services are currently only planned at the date of next renewal of the contract concerned and proposed changes will be reported to this Sub Committee.
- 1.4. The governance process that leads up to the reporting to the Bus Services Sub Committee involves the scrutiny of all tendered services at TfGM’s Tender Panel that consists of representatives from Legal, Procurement and Finance as well as TfGM’s Bus Services team.

2. 2022/23 BUDGET SUMMARY

- 2.1 The summary below provides the current position on the 2022/23 Subsidised Bus Services budget for the ten months to 31st January 2023.
- 2.2 The budget table includes the planned Bus Network Review interventions which came into effect from the 30th October 2022.

	Year to date - January 23				22/23
	Actual	Budget	Variance		Budget
		£000	£000	%	£000
General Network Costs					
General Bus Services	20,814	21,197	382	1.8%	25,561
Network Stabilisation	3,643	-	(3,643)		0
Local Link	1,358	1,508	150	9.9%	1,806
Shuttles	1,601	1,213	(388)	(31.9%)	1,242
Sub-Total General Network	27,417	23,918	(3,499)	(14.6%)	28,610
Schools Services Costs	11,835	12,137	302	2.5%	14,879
Total – Subsidised Services costs	39,252	36,055	(3,197)	(8.9%)	43,489
General Network Income					
General Bus Services	5,345	5,679	(334)	(5.9%)	6,949
Network Stabilisation	3,643	-	3,643		-
Local Link	77	75	2	2.6%	89
Shuttles	805	588	217	36.9%	588
Sub-Total General Network	9,870	6,342	3,528	55.6%	7,626
Schools Services income	4,682	5,020	(339)	(6.7%)	6,189
Total – Subsidised Services income	14,552	11,362	3,190	28.1%	13,815
Net Cost - Subsidised Services	24,700	24,692	(8)	(0.0%)	29,674

3. CHANGES TO THE COMMERCIAL NETWORK (ANNEX A)

3.1 Annex A to this report lists changes to commercial services which, in the view of Transport for Greater Manchester, are not sufficiently significant to require the provision of subsidised service replacements. Brief details of the implications of the changes are provided.

4. CHANGES TO THE COMMERCIAL NETWORK (ANNEX B)

4.1 Annex B to this report lists changes to commercial services and provides brief details of the implications of these changes, which officers believe are of sufficient importance to require action by Transport for Greater Manchester.

5. CHANGES TO GENERAL SUBSIDISED SERVICES (ANNEX C)

5.1 Annex C to this report lists proposals for changes to general subsidised services on which the views of Members are requested. Information is given about the reasons for proposing these changes.

6. FINANCIAL IMPLICATIONS

6.1 Financial implications are set out in Part B of the report.

7. RECOMMENDATIONS

7.1 Recommendations are set out at the front of this report.

Stephen Rhodes

Director of Bus

SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

ANNEX A

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ticketing)	Comments/TfGM officer recommendations
MR SD	RHS1	Diamond	<p>New service operating between Manchester Piccadilly, Rail Station and RHS Bridgewater via Salford Crescent, Railway Station and Walkden, Railway Station.</p> <p>The service will operate Monday to Friday, Saturday, and Sunday/Bank Holiday until end of October 2023 with two trips in each direction as follows: 0935 and 1135 from Manchester; 1435 and 1645 from RHS Bridgewater.</p>	01/04/2023	n/a	n/a	No action required.

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ticketing)	Comments/TfGM officer recommendations
MR TD	1	Howards Travel and Omega Busways	<p>New commercial service operating between Manchester, Fairfield Street and Altrincham via Princess Parkway and Manchester Airport (4 journeys 7 days operation/4 journeys Monday to Friday).</p> <p>From Manchester the service will operate at the following times: Daily 06:40 & 17:30 Monday to Friday 07:35 & 08:00</p> <p>and</p> <p>From Altrincham, Sunbank Lane Daily 05:10 & 18:00 Monday to Friday 18:15 & 19:00</p>	03/04/2023	n/a	n/a	No action required.

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ ticketing)	Comments/TfGM officer recommendations
ST	312	D&G Bus Ltd	New Monday to Saturday hourly daytime service operating between Wilmslow Railway Station and Handforth Dean Retail Park. This service is being funded by Cheshire East Council.	27/02/2023	n/a	n/a	No action required.

SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

ANNEX B

As previously reported to the Bus Services Sub-Committee, Diamond Bus and Vision Bus advised TfGM of a number of changes planned for April 2023, with Diamond Bus North West registering the withdrawal of all commercial journeys on six routes, and frequency reductions on five other routes. In addition, Vision Bus have de-registered all remaining commercial journeys on one further service. All changes are due to take effect on 16th April 2023.

A request was made for authority to be delegated to the GMCA/TfGM Chief Executive, in consultation with the GMTC Chair, to approve the associated TfGM action on this occasion. This enables the replacement services to be registered ahead of the deadline of 3rd March and allow operators to make the necessary preparations ahead of starting contracted operations on 16th April.

The report submitted to the 17th February 2023 meeting of GMTC is appended to this report for information. Members are asked to note the TfGM action below.

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ ticketing)	Comments/TfGM action
BY RE MR	163 Bury - Heywood - Langley - Middleton - Piccadilly Gardens	Diamond	Withdrawal of all commercial journeys – currently every 12 mins Mon-Sat daytime and alternate journeys (every 30 mins) on Sundays (the few early morning, daily evening and alternate Sunday journeys currently operated by Diamond	16/04/2023	n/a	n/a	The withdrawn journeys will be replaced by a tendered service operated by Go North West, from 16/04/2023 The impact on the subsidised services budget is given in Part B of this report.

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ticketing)	Comments/TfGM action
			with TfGM subsidy would continue unchanged).				
BN	520 Bolton - Deane - Westhoughton - Chew Moor - Gilnow circular	Diamond	Withdrawal of all Mon-Sat commercial journeys – currently every 30 mins daytime (the few early morning, daily evening and Sunday journeys currently operated by Diamond with TfGM subsidy would continue unchanged):	16/04/2023	n/a	n/a	The withdrawn journeys will be replaced by a tendered service operated by Go North West, from 16/04/2023 The impact on the subsidised services budget is given in Part B of this report.
BN	561/562 Bolton - Top O Th Brow - Withins - BRIGHTMET circular	Diamond	Withdrawal of all commercial journeys – currently every 30 mins Mon-Sat daytime and hourly on Sundays (the MF early morning and daily evening journeys currently operated by Diamond with TfGM subsidy would continue unchanged):	16/04/2023	n/a	n/a	The withdrawn journeys will be replaced by a tendered service operated by Go North West, from 16/04/2023. The impact on the subsidised services budget is given in Part B of this report.




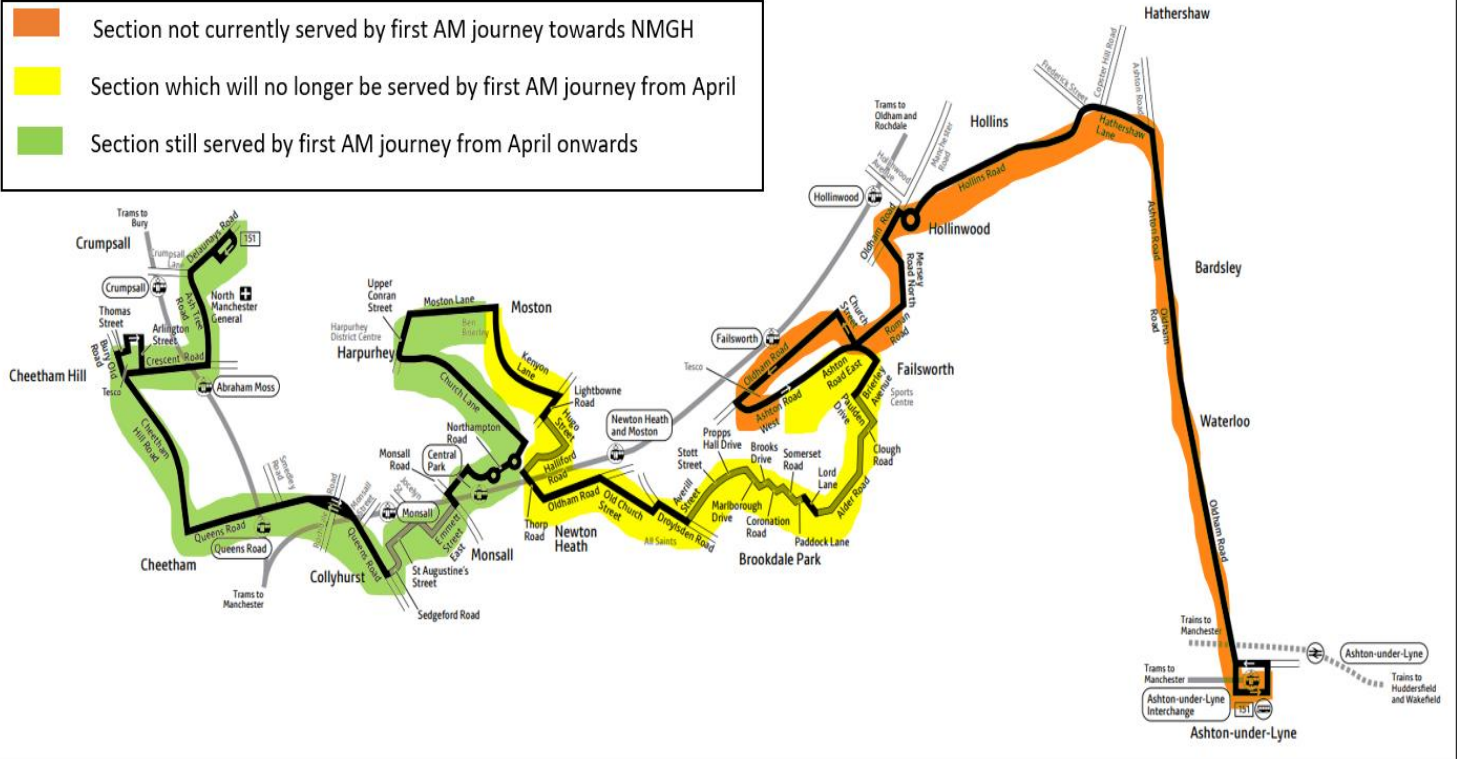
Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ticketing)	Comments/TfGM action
BN WN	575 Bolton - Heaton - Lostock – Horwich 575 Bolton - Heaton - Lostock – Horwich – Blackrod – Wigan	Diamond/ Arriva	Withdrawal of all Diamond commercial journeys – currently every 20 mins daytime (the few early morning, daily evening and Sunday journeys currently operated by Diamond with TfGM subsidy would continue unchanged). The Arriva service through to Wigan will continue unchanged.	16/04/2023	n/a	n/a	The withdrawn journeys will be replaced by a tendered service operated by Go North West, from 16/04/2023 The impact on the subsidised services budget is given in Part B of this report.
BN	527 Bolton — Halliwell — Smithills — Hall i' th' Wood circular	Vision	Withdrawal of all Vision commercial journeys – currently every 60 mins daytime (the daily evening and Sunday journeys currently operated by Vision with TfGM subsidy would continue unchanged). Service 525, the “opposite direction” circular currently operated by Vision with	16/04/2023	n/a	n/a	The withdrawn journeys will be replaced by a tendered service operated by Diamond, from 16/04/2023 The impact on the subsidised services budget is given in Part B of this report.

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ ticketing)	Comments/TfGM action
			TfGM subsidy will continue unchanged.				

CHANGES TO THE SUBSIDISED NETWORK

ANNEX C

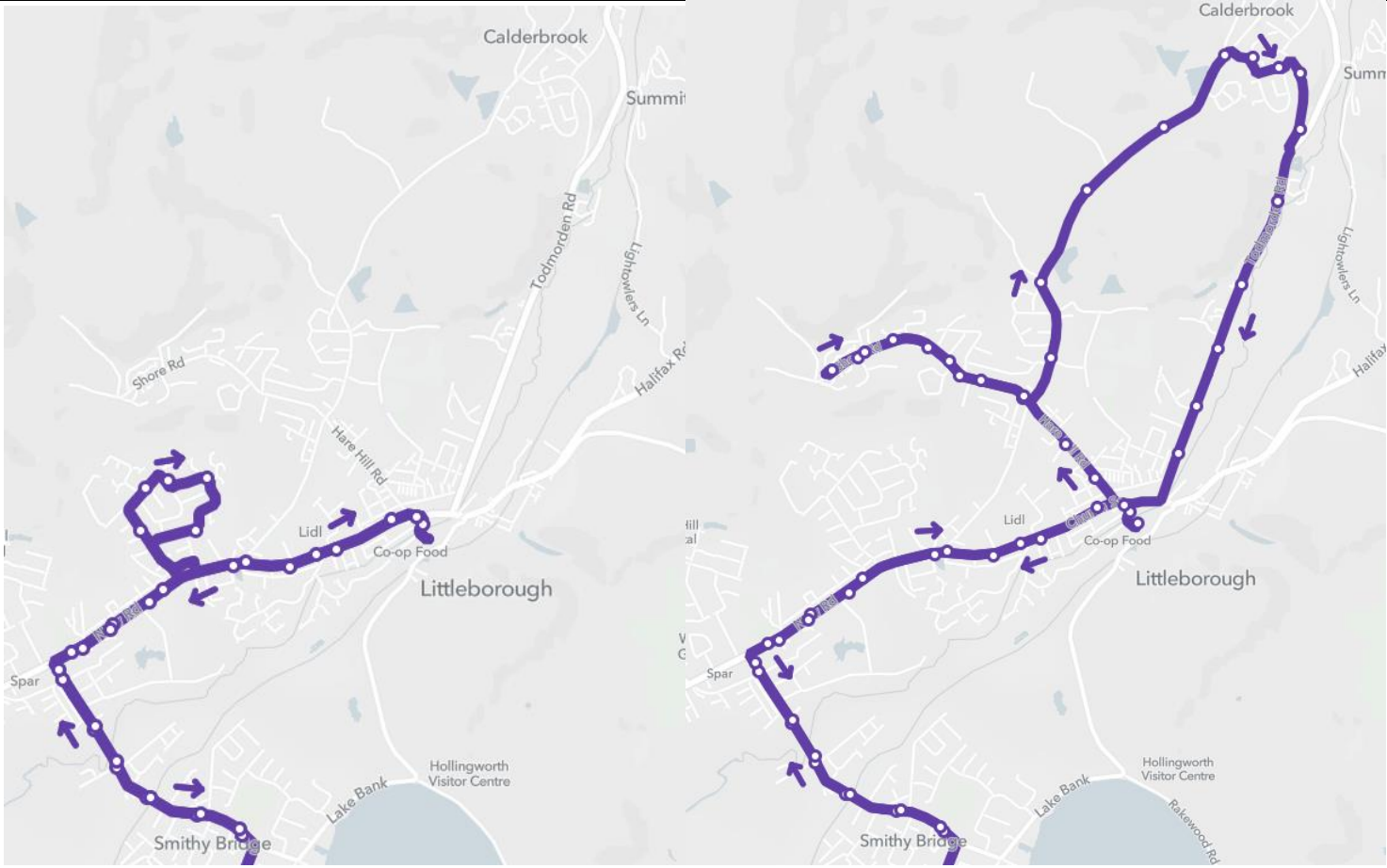
Dist	Service, route and operator	TfGM officer comments and recommendations
MR	1, 2, 3 Free Bus, Manchester City Centre	<p>The Free Bus service is a free to use city centre shuttle bus service provided with support from Transport for Greater Manchester and Manchester City Council. It links key destinations including visitor attractions and retail destinations with transport hubs and rail stations.</p> <p>Changes to the service are planned from April 2023 however the details of these changes are still being finalised in consultation with Manchester City Council.</p> <p>Approval is sought for authority to be delegated to the Chief Executive TfGM and GMCA, in consultation with the GMTC Chair and Manchester City Council, to agree these changes to commence on 16th April 2023.</p>
TE MR	151 Ashton – Failsworth – North Manchester General Hospital <i>Stotts</i>	<p>The Monday to Saturday hourly day-time service 151 is currently provided with the financial support from Transport for Greater Manchester.</p> <p>The operator has reported that the service is experiencing punctuality problems on all days. TfGM officers are recommending revising the service to improve punctuality.</p> <p>As part of this revision, the first journey towards North Manchester General Hospital on Mondays to Fridays, will be shortened to start from Ben Brierley in Moston, instead of starting from Failsworth Tesco. During the period September to November 2023 only 26 passengers (less than 1 passenger per day) used this first weekday journey at the stops to be withdrawn. (see map below showing affected section of first morning journey)</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<div data-bbox="678 272 1435 464"><ul style="list-style-type: none"> Section not currently served by first AM journey towards NMGH Section which will no longer be served by first AM journey from April Section still served by first AM journey from April onwards</div>  <p>The map shows a tram route starting at Ashton-under-Lyne and ending at Hathershaw. The route is color-coded as follows:</p> <ul style="list-style-type: none">Orange (Not currently served): The section from Hathershaw through Hollins, Hollinwood, and Failsworth to Brookdale Park.Yellow (To be discontinued from April): The section from Brookdale Park through Newton Heath and Monsall to Cheetham Hill.Green (Still served from April onwards): The section from Cheetham Hill through Cheetham, Collyhurst, and Harpurhey to Crumpsall. <p>Key locations and streets along the route include: Ashton-under-Lyne, Waterloo, Bardsley, Hathershaw, Hollins, Hollinwood, Failsworth, Brookdale Park, Newton Heath, Monsall, Cheetham Hill, Cheetham, Collyhurst, Harpurhey, and Crumpsall. Major roads shown include Oldham Road, Hollins Road, Ashton Road, and various local streets like Church Lane and Northampton Road.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
RE	<p>458 (456) Rochdale – Wardle – Littleborough – Stansfield <i>Transdev Rosso</i></p>	<p>Service 458 currently operates every 30 minutes Monday to Saturday daytime between Rochdale and Wardle on a commercial basis, with the extension through to Stansfield being operated under tender, also every 30 minutes. Evening and Sunday services run hourly between Rochdale and Littleborough on a tendered basis.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>It is proposed that the service between Littleborough and Shore/Stansfield is served by services 455/457 which will be co-ordinated to run a 30 minute service across the daytime. The journey time on the 455 between Rochdale and Shore is identical to the current 458.</p> <p>Alternate journeys between Rochdale and Littleborough will operate between Dearnley and Littleborough via Stubley, returning via Hollingworth Lake and Smithy Bridge, with buses running hourly each way round the loop Monday to Saturday daytime (clockwise as 456, counter-clockwise as 458). Evening and Sunday journeys will run as per current operation. This restores the longstanding provision which was previously in place and connectivity from Wardle to/from Littleborough Medical Centre and Lidl.</p> <p>There are no financial implications arising from this proposal.</p> <p>The following maps detail the existing 458 route and the new 456/458 route.</p>

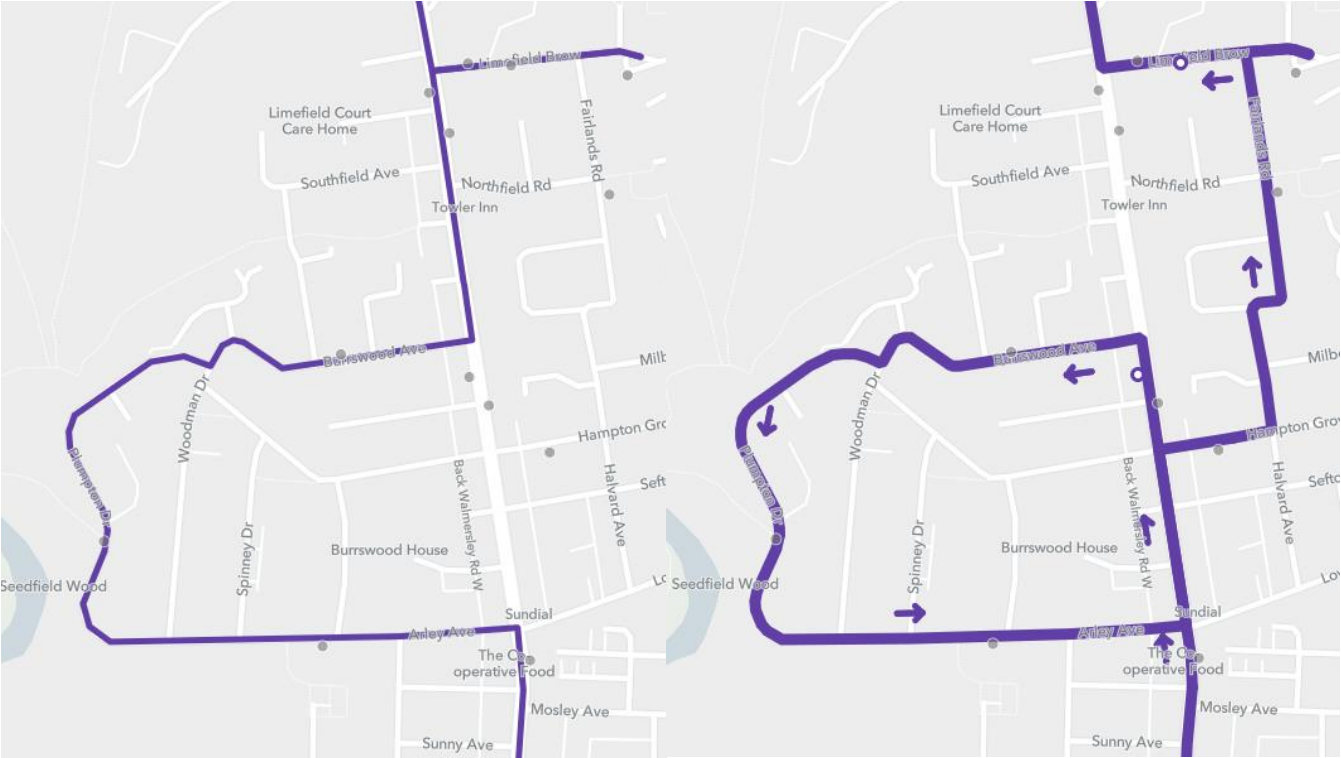
Dist	Service, route and operator	TfGM officer comments and recommendations
		 <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
RE	<p>R5 (455) Rochdale – Milnrow – Littleborough <i>Transdev Rosso</i></p>	<p>This service currently operates every 60 minutes Monday to Saturday daytime.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>It is proposed to operate to extend this service from Littleborough to serve Shore and Stansfield, replacing service 458 at these points. The service will be removed from Stubble, which will be covered by the 456/458 to allow all areas to maintain their current journey times into/from Rochdale town centre.</p> <p>To allow co-ordination with service 457, the off peak timetable will be retimed to run up to 23 minutes earlier, with further retiming's across the peak timetable to maintain punctuality.</p> <p>As buses used will be part of the Lake Line branding, then the service will be renumbered to 455.</p> <p>There are no financial implications arising from this proposal.</p> <p>Current R5 and proposed 455 route shown below:</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		 <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

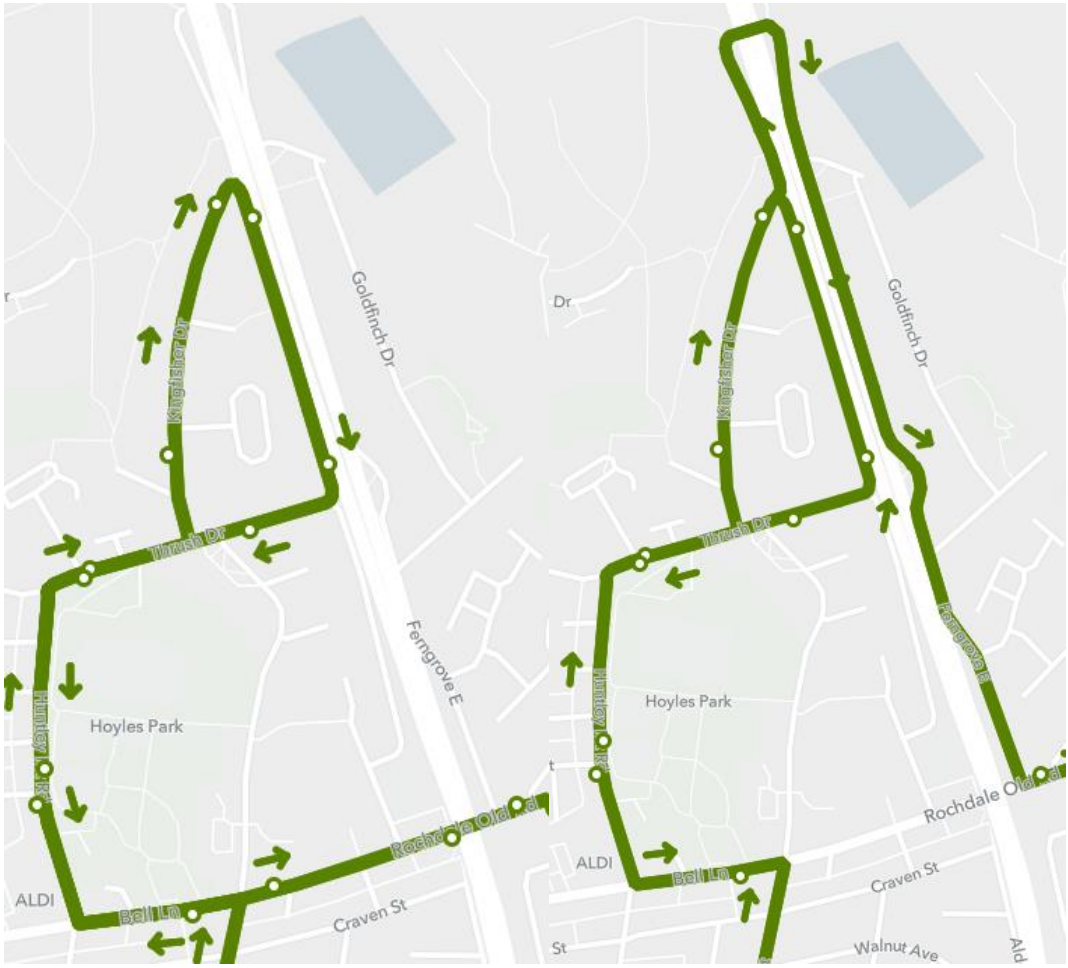
Dist	Service, route and operator	TfGM officer comments and recommendations
BY	B1 Bury – Summerseat - Ramsbottom <i>Transdev Rosso</i>	<p>This service currently operates every 60 minutes Monday to Saturday daytime.</p> <p>Due to increased traffic volumes across Rochdale and Bury, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>The off peak timetable will be retimed to run up to 10 minutes later, with further retiming's across the peak timetable to maintain punctuality.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
BY	B2 Bury – Limefield - Nangreaves <i>Transdev Rosso</i>	<p>This service currently operates every 60 minutes Monday to Saturday daytime and every 2 hours evening and Sunday.</p> <p>To permit customers to use the footway which only exists on one side of the road in parts of Limefield, the route is proposed to be amended with outbound buses via Burrswood Avenue, Plumpton Drive, Arley Avenue and Fairlands Road. Buses to Bury will only serve Limefield terminus and not Fairlands Road.</p> <p>In Chesham, buses will run via Taylor Street, Geoffrey Street and Hudcar Lane before returning via Chesham Road to allow exit onto Walmersley Road using traffic lights to improve punctuality.</p> <p>There is no change to the frequency of the service.</p> <p>There are no financial implications arising from this proposal.</p> <p>The following maps detail the revised route changes at Chesham, Limefield out and Limefield in.</p>

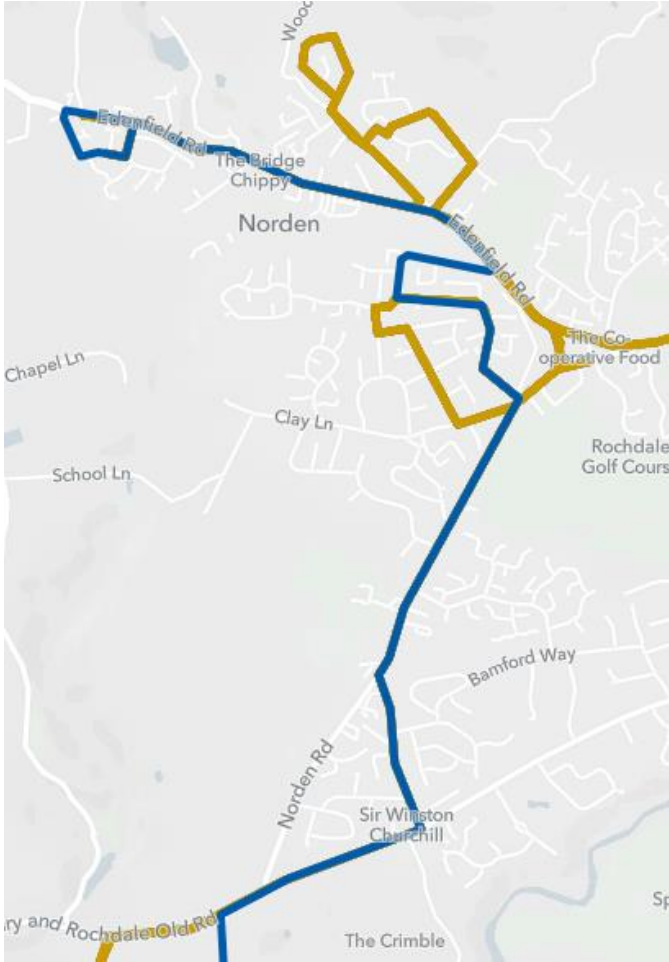
Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>Chesham before and after</p>  <p>The image contains two side-by-side maps of a residential area in Chesham, showing bus routes. The left map, labeled 'before', shows a route (thick purple line) starting from the top left, passing through Hamilton St, Hanson St, Denton St, Eldon St, Regent St, Canning St, Vernon St, Cateaton St, and Birch St. It then turns east, passing through Hudson Ln, Brook St, and Taylor St, before forming a loop around Oram St and Salford St. The right map, labeled 'after', shows the same route but with a modification: instead of the loop around Oram St and Salford St, the route bypasses this area to the east, passing through Salford St, Hudson Ln, Brook St, and Taylor St, before returning to the main route. The street names on both maps include Hamilton St, Hanson St, Denton St, Eldon St, Regent St, Canning St, Vernon St, Cateaton St, Birch St, Hudson Ln, Brook St, Taylor St, Oram St, Salford St, and Masse.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>Limefield out before and after</p> 


Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>Limefield in before and after</p>  <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
BY RE	<p>B3</p> <p>Bury – Fern Grove – Heywood – Norden</p> <p><i>Transdev Rosso</i></p>	<p>This new service will partially replace services B4 and R2 due to changes to those services.</p> <p>Between Bury and Heywood, buses will run via the current B4 route, albeit at Fern Grove, buses will travel under the Motorway to serve the estate on the eastern side of the M66.</p> <p>From Heywood to Rochdale, buses will run via Queens Park Road, Bury and Rochdale Old Road, War Office Road, Norden Road, Bagslate Moor Road, Shelfield Lane, Elmsfield Avenue, Edenfield Road, Wolstenholme Lane and Norden Way to Norden.</p> <p>Buses will run hourly Monday to Saturday daytime and every 2 hours evening and Sunday (Bury to Heywood only) in line with the current provision on the relevant sections.</p> <p>There are no financial implications arising from this proposal.</p>

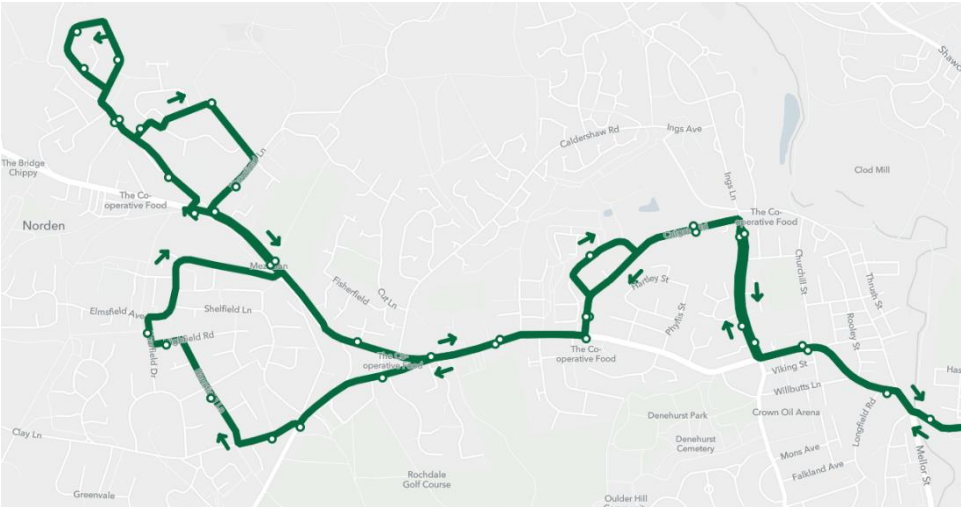
Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>Existing and revised routes at Fern Grove:</p>  <p>The map displays two distinct routes in green with directional arrows. The left route starts at Fenngrove E, goes north to Kingfisher Dr, then west to Wrench Dr, south to Hooles Park, and east to Ball Ln. The right route starts at Fenngrove E, goes north to Kingfisher Dr, then east to Wrench Dr, south to Hooles Park, and east to Ball Ln. Both routes converge at Ball Ln and then follow Craven St and Walnut Ave. The map also shows existing streets like Goldfinch Dr, Fenngrove E, Hooles Park, ALDI, Ball Ln, Craven St, Walnut Ave, and Rochdale Old Rd.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p data-bbox="660 256 1787 288">New route of B3 at Elmsfield and Norden, current R2 route not served shown in brown.</p>  <p data-bbox="660 1286 2040 1318">Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
BY RE	<p>B4 Bury – Fern Grove – Heywood – Hopwood <i>Transdev Rosso</i></p>	<p>This service currently operates every 60 minutes Monday to Saturday daytime between Bury, Fern Grove, Fairfield Hospital, Heywood and Hopwood. Evening and Sunday services run 2-hourly between Bury and Heywood centre only.</p> <p>Due to increased traffic volumes across Bury and Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>It is proposed to amend service B4 to operate via the current R2 route via Heap Bridge instead of via Fern Grove and Fairfield Hospital then continue via the Hopwood loop.</p> <p>The existing route via Fern Grove and Fairfield Hospital, including the evening and Sunday service) would be operated by the B3 service.</p> <p>In Heywood, buses will run via Market Place, Church Street, Rochdale Road, Aspinall Street, instead of Queens Park Road, Starkey Street and Buckley Street, as this is now served by service B3. Also, between Cowburn Street and Heywood, Market Place buses will run via Schofield Street, Mount Street, King Street, Wilton Grove, Wolsey Street, Coomassie Street, Egerton Street and Hind Hill Street to improve access to service in South Heywood.</p> <p>Buses will run hourly Monday to Saturday daytime in line with the current provision on the relevant sections.</p> <p>This service will also replace school bus service 768, following the proposed B4 route and therefore the school time gaps will be removed.</p> <p>All journeys can continue to be made, except those passenger journeys which cross Heywood centre to travel to local destinations, i.e., Hopwood to Fairfield Hospital, Topping Fold and Fern Grove. In the 8 week period 2 October – 26 November 10312 passengers travelled on B4 journeys that served Hopwood of which 721 were passengers originating in the Hopwood loop. If it is assumed that all originating passengers also returned, then 1440 (14% of total) <u>might</u> be affected, however it is not possible to be more exact in the absence of graduated fares.</p> <p>There are no financial implications arising from this proposal.</p>

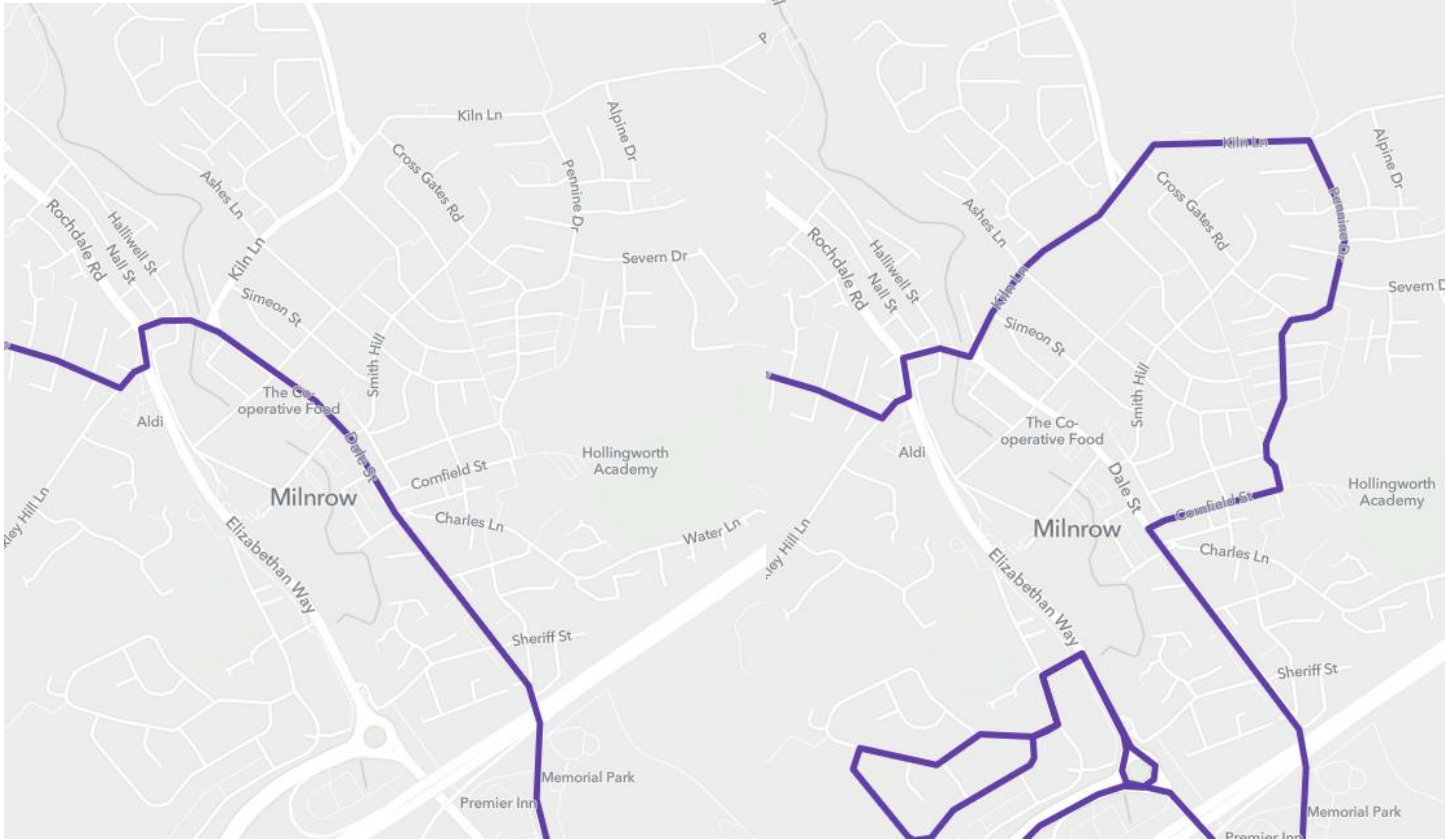
Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>Revised route at Heywood, before and after:</p>  <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
RE	R1 Rochdale – Syke <i>Transdev Rosso</i>	<p>This service currently operates every 60 minutes daily daytime and evening.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>Whilst the off peak timetable will remain broadly the same, there is some changes to peak times due to the increased running time required.</p> <p>As part of the full review of Transdev services in Rochdale and Bury there are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
RE BY	R2 Rochdale – Healey Corner - Wallbank <i>Transdev Rosso</i>	<p>This service currently operates every 60 minutes Monday to Saturday daytime.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>Buses are proposed to run only between Rochdale and Edenfield/Shawfield. Buses will run as now to Woodyard Garage, Bagslate Moor Road, Clay Lane, Newhouse Crescent, Scarfield Drive, Elmsfield Avenue, Elmsfield Road, Shawfield estate then as now to Rochdale.</p> <p>Rochdale to Norden is served by the R8, Norden to Heywood is served by the B3 and Heywood to Bury by the B4.</p> <p>The retained section will run up to 20 minutes later or 24 minutes earlier than now, but this allows better co-ordination with service R8 to/from Rochdale.</p> <p>There are no financial implications arising from this proposal.</p>

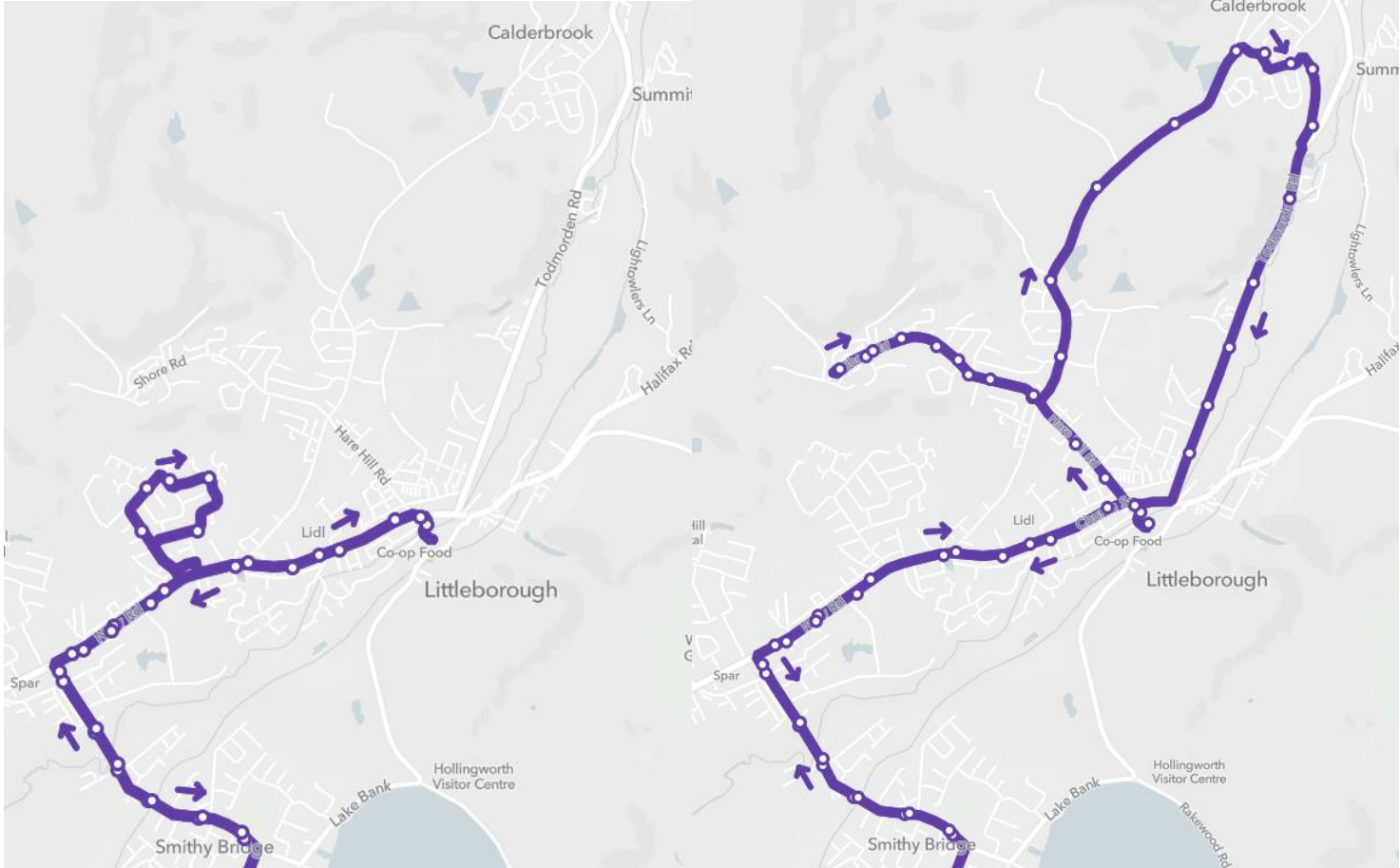
Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>The new route is shown below:</p>  <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
RE	<p>R3 Rochdale – Healey Corner - Wallbank <i>Transdev Rosso</i></p>	<p>This service currently operates every 60 minutes daily daytime and evening.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>To improve access through Healey, reduce duplication with service 464 and to provide additional buses to Rochdale Infirmary, the R3 route is proposed to be amended to run between Sherriff Street and Healey Corner via Falinge Road, Howard Street, Whitehall Street, Further Heights Road, Mizzy Road, Whitworth Road, Bentley Street, Shawclough Road, Paton Street, Thrum Hall Lane, Whitworth Road, Shawclough Way and Shawclough Road</p> <p>It is proposed to maintain the current R3 service on its current route and frequency, albeit with journeys running up to 30 minutes earlier or later than now. This allows co-ordination with R1 to provide a 20/40 service between Rochdale and Rochdale Infirmary.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p data-bbox="651 256 2168 292">There are no financial implications arising from this proposal. Shown below are the old and new routes compared:</p>  <p data-bbox="651 1318 2168 1353">Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

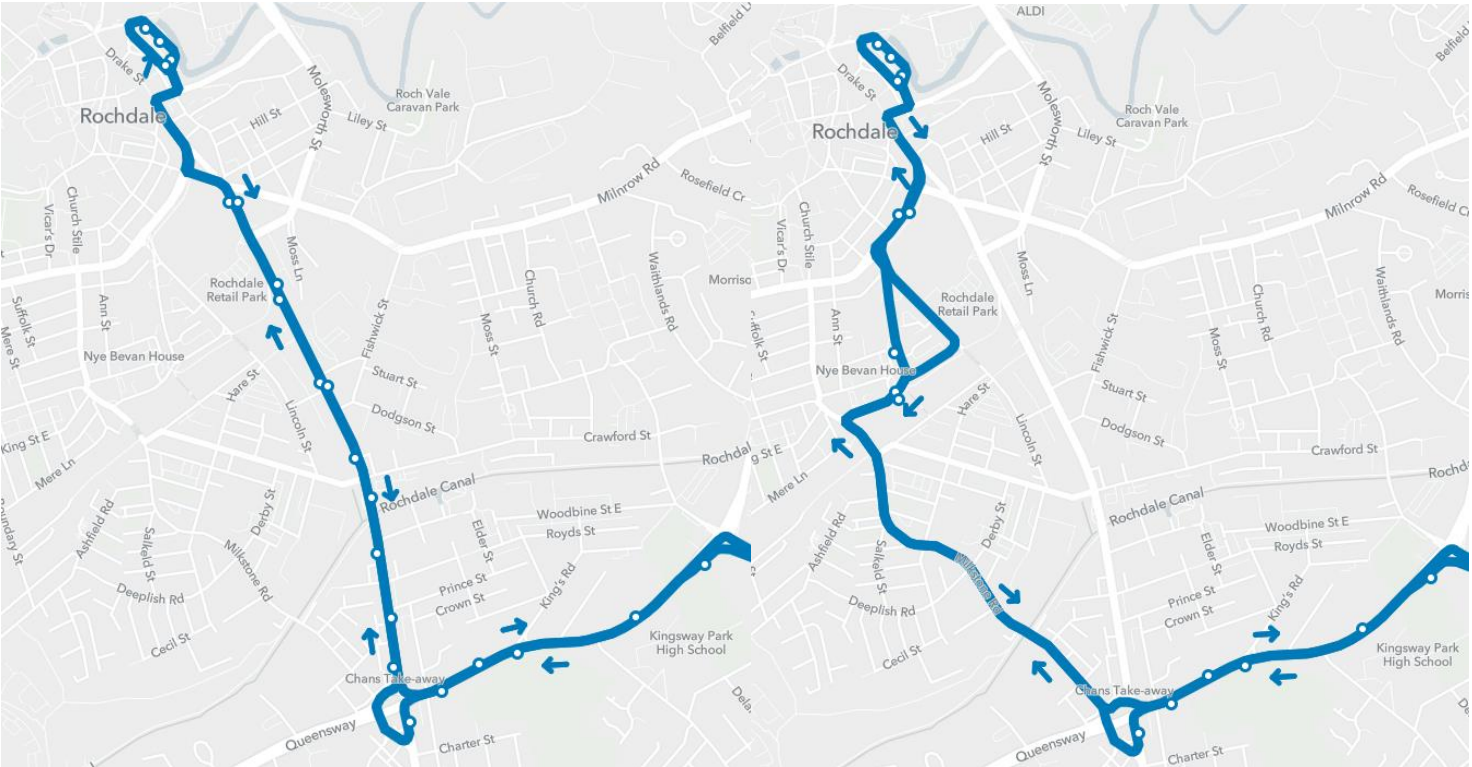
Dist	Service, route and operator	TfGM officer comments and recommendations
RE	<p>R4 Rochdale – Firgrove – Milnrow – Peppermint Bridge <i>Transdev Rosso</i></p>	<p>This service currently operates every 60 minutes Monday to Saturday daytime.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>It is proposed to operate the link the service with R6 to run a loop service between Rochdale, Milnrow, Kingsway Park and Rochdale.</p> <p>Buses will run from Rochdale via the current R4 service except at Milnrow will run via the current R6 service via Kiln Lane and Pennine Drive. From Peppermint Bridge buses will run direct to Ladyhouse, then via the current R6 route to Oldham Road, then via Deplish and Rochdale Station to Rochdale.</p> <p>Buses will run in the opposite direction as R6.</p> <p>These changes allow connectivity from all parts of the wider Milnrow areas to Milnrow Medical Centre and local shopping facilities.</p> <p>Buses will run hourly Monday to Saturday daytime throughout and hourly evening and Sunday between Milnrow and Rochdale in line with the current provision on the relevant sections, albeit with some journeys running up to 30 minutes earlier or later than now.</p> <p>Buses are now co-ordinated with retimed services R9/R10 to run a 30 minute service between Rochdale and Milnrow.</p> <p>There are no financial implications arising from this proposal.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p data-bbox="660 258 1464 288">Shown below is the current and proposed R4 route in Milnrow</p>  <p data-bbox="660 1198 2040 1228">Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
RE	<p>R5 (455) Rochdale – Milnrow – Littleborough <i>Transdev Rosso</i></p>	<p>This service currently operates every 60 minutes Monday to Saturday daytime.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>It is proposed to operate to extend this service from Littleborough to serve Shore and Stansfield, replacing service 458 at these points. The service will be removed from Stubley, which will be covered by the 456/458 to allow all areas to maintain their current journey times into/from Rochdale town centre.</p> <p>To allow co-ordination with service 457, the off peak timetable will be retimed to run up to 23 minutes earlier, with further retimings across the peak timetable to maintain punctuality.</p> <p>As buses used will be part of the Lake Line branding, then the service will be renumbered to 455.</p> <p>There are no financial implications arising from this proposal.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p data-bbox="660 258 1310 290">Current R5 and proposed 455 route shown below:</p>  <p data-bbox="660 1276 2038 1308">Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
RE	<p>R6</p> <p>Rochdale – Kingsway Park - Ladyhouse – Milnrow</p> <p><i>Transdev Rosso</i></p>	<p>This service currently operates every 60 minutes daily daytime and evening.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>Additionally, the current service leaves little tolerance for delay to allow staff to access shifts at Kingsway Park.</p> <p>It is proposed to link the service with R4 to run a loop service between Rochdale, Kingsway Park, Milnrow and Rochdale.</p> <p>The route is the reverse of that set out under R4.</p> <p>The changes above permit the re-routing of the service via Deeplish and Rochdale Station to improve accessibility in this area, as well as to allow buses to be retimed to allow more time for staff working at Kingsway Park.</p> <p>Buses will run hourly Monday to Saturday daytime throughout and hourly evening and Sunday between Rochdale and Milnrow in line with the current provision on the relevant sections, albeit with some journeys running up to 30 minutes earlier or later than now. It should be noted that Rochdale MBC is currently developing regeneration and urban realm proposals which will have an impact on the routing of bus services around Rochdale Railway Station and may result in subsequent changes to this service being required,</p> <p>There are no financial implications arising from this proposal.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p data-bbox="651 256 1839 288">Shown below is the current and proposed R6 route between Rochdale and Kingsway Park</p>  <p data-bbox="663 1123 2040 1155">Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

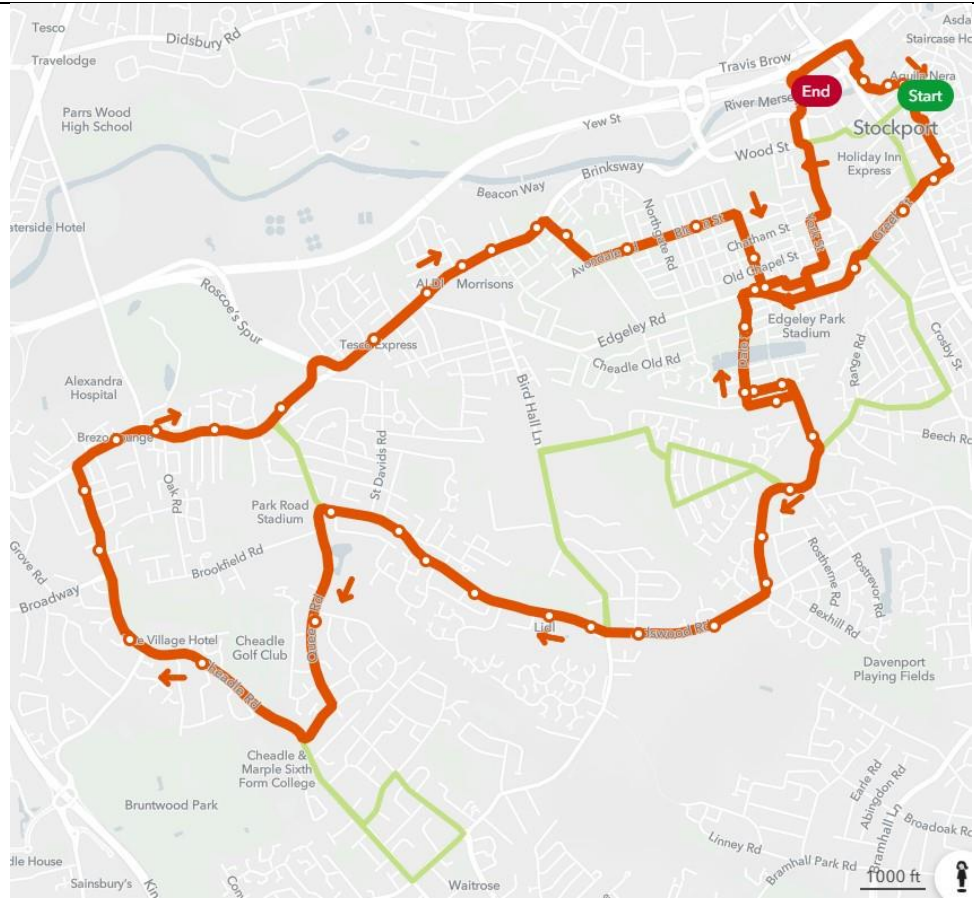
Dist	Service, route and operator	TfGM officer comments and recommendations
RE	R7 Rochdale – Kingsway Park – Stakehill – Boarshaw – Middleton <i>Transdev Rosso</i>	<p>This service currently operates every 60 minutes daily daytime and evening.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>Whilst the off peak timetable will remain broadly the same, there is some changes to peak times due to the increased running time required.</p> <p>The current temporary route at Boarshaw on journeys towards Middleton will be formalised, with buses running the same way round the Boarshaw loop in both directions.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
RE	R8 Rochdale – Bamford - Norden <i>Transdev Rosso</i>	<p>This service currently operates every 60 minutes daily daytime and evening, with gaps at peak times which are covered by service 17.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>The off peak timetable will be retimed to run up to 10 minutes earlier, with further retimings across the peak timetable to maintain punctuality. This also allows better co-ordination with service R2 to/from Rochdale and with B3 between Norden and Bamford, both of which will be a 20/40 service.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
RE OM	R9 Rochdale – Milnrow - Shaw – Rochdale	<p>This service currently operates every 60 minutes daily daytime and evening.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
	<i>Transdev Rosso</i>	<p>The off peak timetable will be retimed to run up to 26 minutes earlier, with further retimings across the peak timetable to maintain punctuality. This allows to provision of an hourly all day service, which currently has to change to meet school flows, and also provides co-ordination with service R4 between Rochdale and Milnrow.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
RE OM	<p>R10 Rochdale – Shaw – Milnrow – Rochdale <i>Transdev Rosso</i></p>	<p>This service currently operates every 60 minutes daily daytime and evening.</p> <p>Due to increased traffic volumes across Rochdale, services are significantly unreliable and therefore service revisions are required to maintain a reliable and punctual service within the resources that are available.</p> <p>Whilst the off peak timetable will remain broadly the same, there is some changes to peak times due to the increased running time required. Times have been co-ordinated with service R6 to provide a 30 minute service between Milnrow and Rochdale.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
BY	<p>Middleton Local Link <i>Nexus Move</i></p>	<p>This service currently operates in the Middleton area and operates 05:30 to 22:30, Monday to Sunday.</p> <p>Following the withdrawal of the 125 service in April 2022, some residents of Heywood Old Road and Boardman Lane have raised an issue with a lack of services serving these roads requiring a walk to the nearest bus stop of over 600 metres in some cases. It is proposed to amend the boundary of the Middleton Local Link service extending it to cover these roads. This will permit travel into Middleton and to North Manchester General Hospital.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 15th April 2023.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
MR SD TD	<p>X50</p> <p>Piccadilly Gardens - Trafford Park - The Trafford Centre</p> <p>Diamond</p>	<p>This service currently operates every 30 minutes, Daily daytime and Sundays.</p> <p>To address poor punctuality a revised timetable is proposed with additional running time and widening of the Monday to Friday peak headway, including retiming of journeys on Monday to Friday before 0900. An earlier journey will be added at 0538 from the Trafford Centre to Manchester.</p> <p>The service will no longer be “limited stop” but will serve all stops along the route.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
MR SD TD	<p>150</p> <p>Gorton - Stretford - Trafford Park - The Trafford Centre</p> <p>Diamond/ Stagecoach</p>	<p>This service currently operates every 30 minutes Monday to Saturday daytime (Diamond) and hourly evenings and Sundays (Stagecoach).</p> <p>To address poor punctuality a revised Monday to Friday daytime timetable is proposed with widening of the peak headway in order to provide extra running time. In addition, the need to provide extra capacity at school times means that in the morning a duplicate journey will run between Gorton and Alexandra Road South with a similar return in the afternoon.</p> <p>The first journeys from Gorton are retimed from 0513, 0613, 0703 and 0744 to 0533, 0633, 0649 and 0725 and the 0928 from Gorton is withdrawn.</p> <p>There are no changes to Saturday journeys operated by Diamond or to journeys operated by Stagecoach. There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
ST	<p>375</p> <p>Mellor - Marple - Offerton - Heaton Mersey – Stockport</p> <p>Goodwins/ Stagecoach</p>	<p>Revised timetable – journeys operated by Goodwins will no longer serve Heaton Mersey with replacement journeys provided by the rerouting of service 371 below. There are no changes to Stagecoach journeys.</p> <p>The impact on the subsidised services budget is given in Part B of this report.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
ST	<p>309/310</p> <p>Stockport – Edgeley – Adswold – Cheadle circular</p> <p>Nexus Move</p>	<p>These new services will replace services 328 and 371 in Edgeley and service 328 along Demmings Road and Queens Road with an hourly daytime service (Monday to Saturday) and two hourly evening and Sunday service.</p> <p>Service 309 will run from Stockport, Mersey Square via Greek Street, Mercian Way, Worrall Street, Lomas Street, Caroline Street, Castle Street, Edgeley Road, Dale Street, Vienna Road, Stockholm Road, Adswold Road, Councillor Lane, Demmings Road, Queen's Road, Orrishmere Road, Cheadle Road, Wilmslow Road, Cheadle High Street, Stockport Road, St Lesmo Road, Avondale Road, Bloom Street, Grenville Street, Edgeley Road, Dale Street, Vienna Road, Stockholm Road, Petersburg Road, Dale Street, Edgeley Road, Mercian Way back to Stockport town centre. Service 310 will run in the opposite direction.</p> <p>Services 309/310 will be run using lightweight 32 seat vehicles to ensure compliance with both restricted bridges. The timetable has been co-ordinated to ensure that in areas where the 309/310 is the only service and where it is replacing the 328 that it is timed to provide maximum benefit; Edgeley will get a 30 minute service both to Stockport and to Cheadle, and Demmings Road will get a 20/40 service to Stockport. In the evening, Edgeley will continue to get a 60-minute co-ordinated service to both Stockport and Cheadle.</p> <p>Shown below are the new 309/310 routes</p>

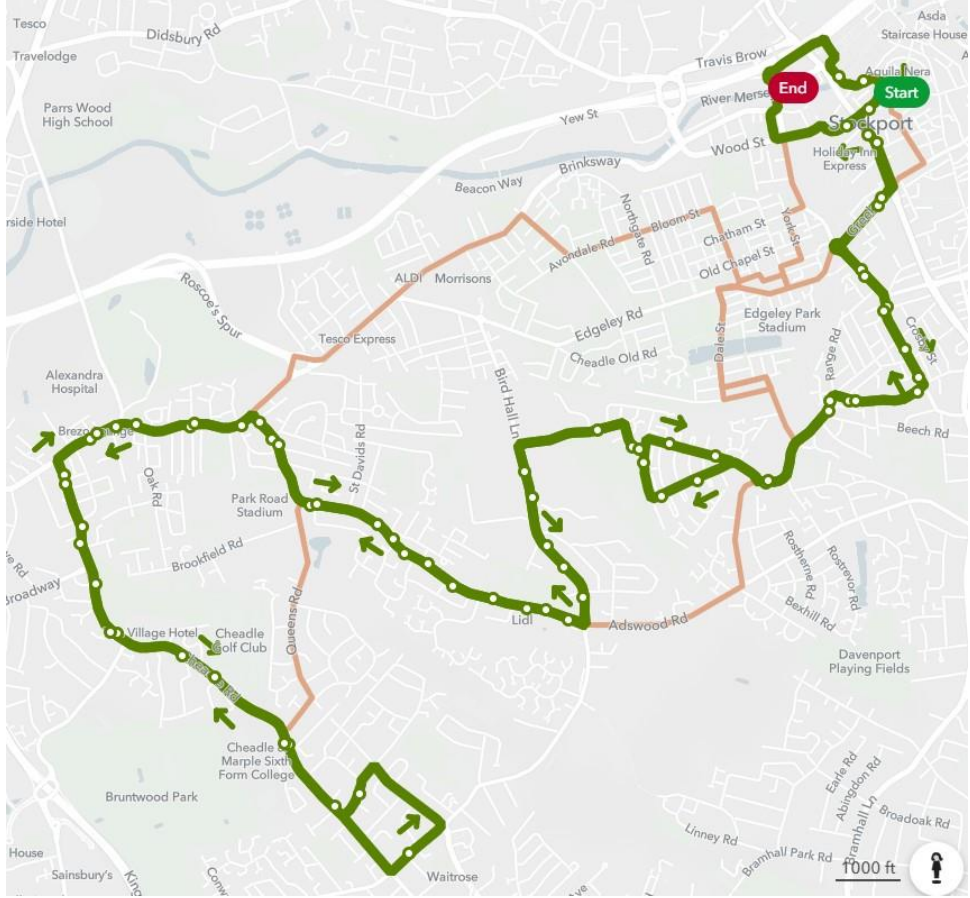
Dist	Service, route and operator	TfGM officer comments and recommendations
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The impact on the subsidised services budget is given in Part B of this report.
Members are asked to approve this recommendation which would be effective from 16th April 2023.

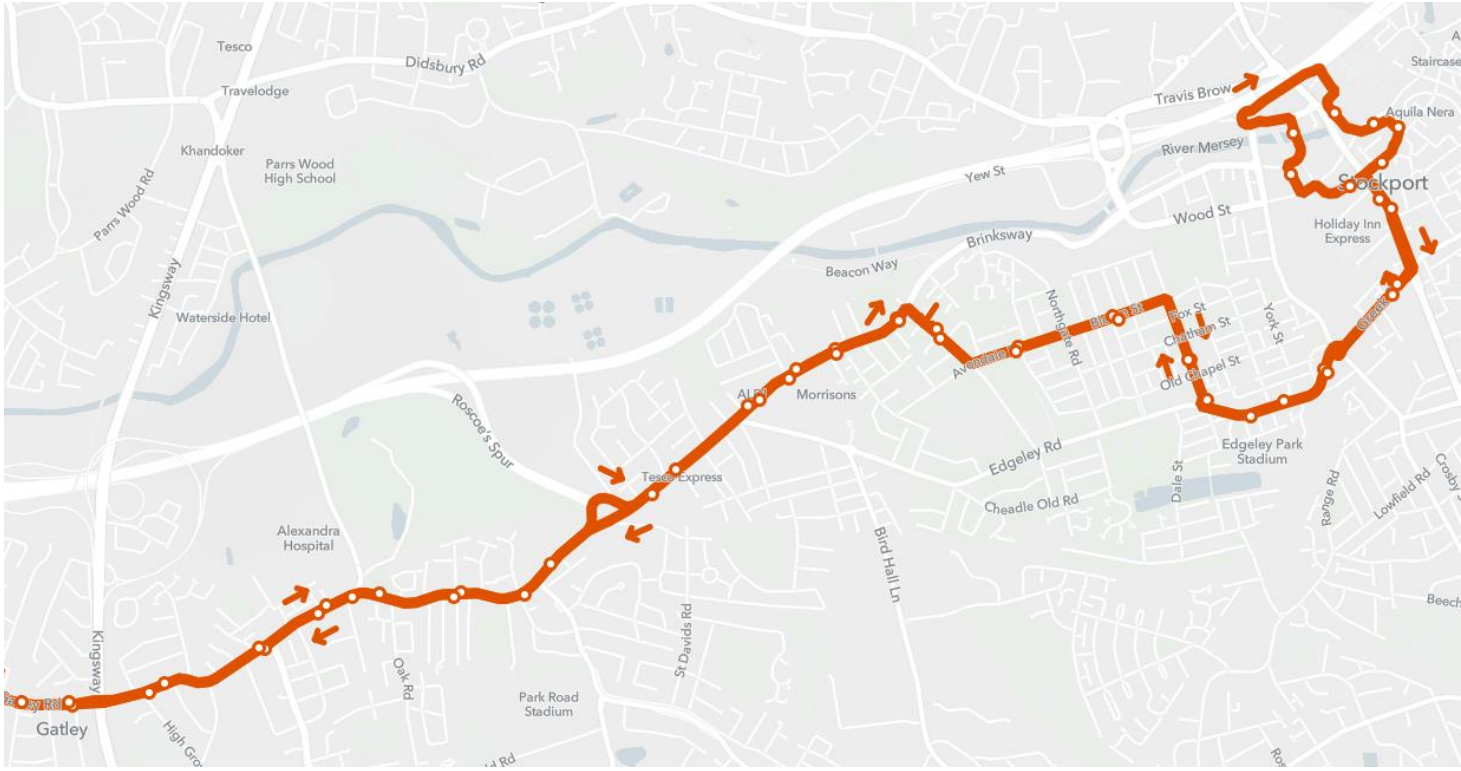
Dist	Service, route and operator	TfGM officer comments and recommendations
ST	<p data-bbox="353 272 412 300">312</p> <p data-bbox="353 341 600 437">Stockport – Bridge Hall — Cheadle – Cheadle Hulme</p> <p data-bbox="353 475 524 507">Stagecoach</p>	<p data-bbox="663 272 2051 336">This new service will run every 30 minutes Monday to Saturday daytime and every 60 minutes evening and Sundays.</p> <p data-bbox="663 357 2145 488">The 312 will broadly replace the 328 service, providing the bulk of the capacity required across the route. It will run as the current route 328 route between Stockport and Councillor Lane, except it would run via Shaw Heath, Adswold Lane West and Adswold Road and not via Edgeley which would be served by services 309/310. From Councillor Lane, buses will run direct to Cheadle then via Wilmslow Road and Cheadle Road to Cheadle Hulme.</p> <p data-bbox="663 509 1742 541">Service 312 will generally operate with large capacity single decks or double decks.</p> <p data-bbox="663 561 1111 593">Shown below is the new 312 route</p>

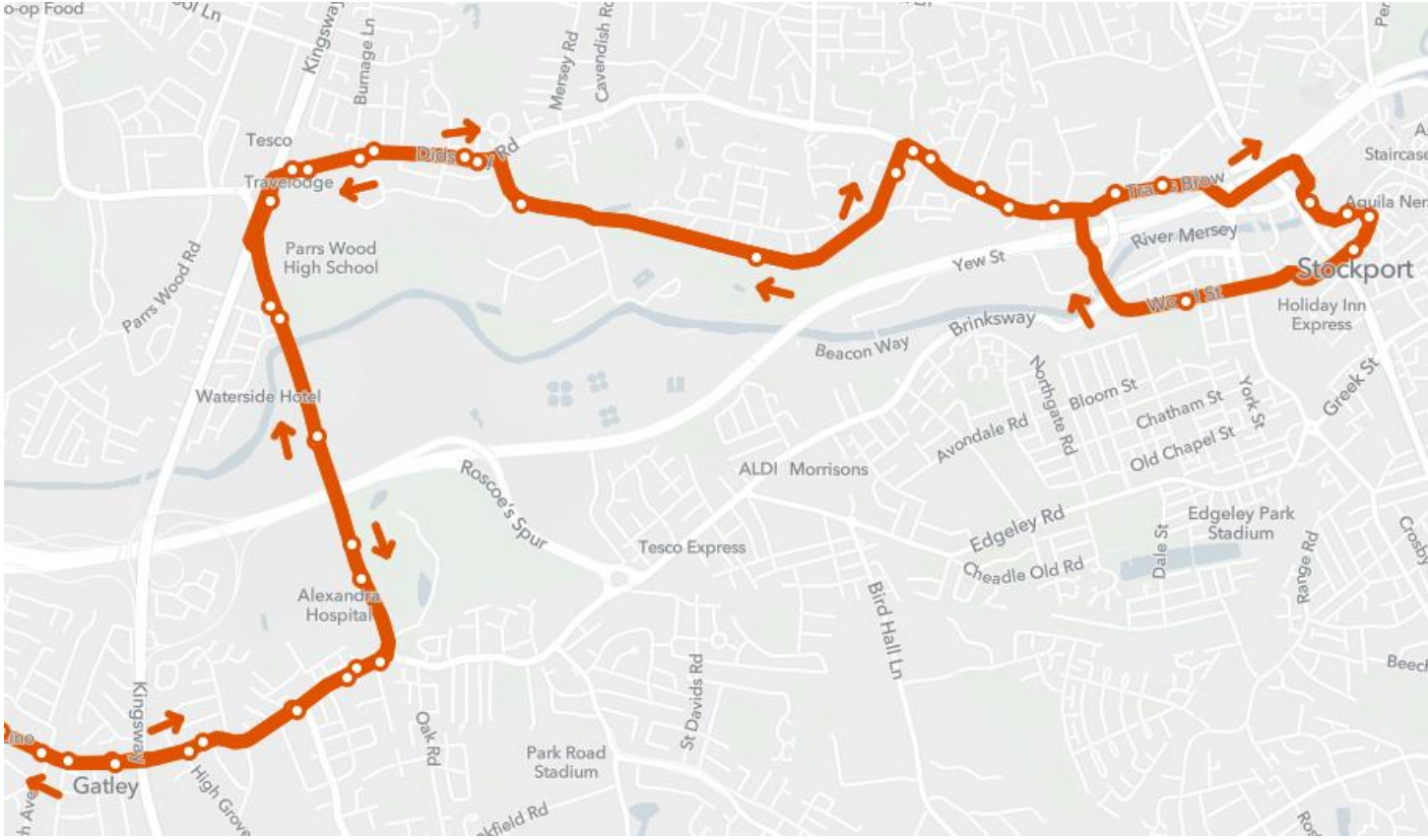
Dist	Service, route and operator	TfGM officer comments and recommendations
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The impact on the subsidised services budget is given in Part B of this report.
Members are asked to approve this recommendation which would be effective from 16th April 2023.

Dist	Service, route and operator	TfGM officer comments and recommendations
ST	<p>323</p> <p>Stockport - Heaton Mersey circular</p> <p>Stagecoach</p>	<p>This service is withdrawn, replacement journeys are provided by the rerouting of service 371 below.</p> <p>The impact on the subsidised services budget is given in Part B of this report.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
ST	<p>328</p> <p>Stockport - Adswold - Cheadle - Edgeley circular</p> <p>Stagecoach</p>	<p>This service is withdrawn because of the operational challenges that have been faced by running over Stockholm Road and Demmings Road bridges which are both weight restricted at 7.5T.</p> <p>Replacement facilities are provided by new services 309/310 and 312 which maintain links to all areas.</p> <p>The impact on the subsidised services budget is given in Part B of this report.</p> <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>
ST	<p>370/371</p> <p>Altrincham - Gatley - Cheadle - Cheadle Heath – Stockport</p> <p>Diamond/ Stagecoach</p>	<p>On Monday to Saturday daytimes (Diamond), these two services run in parallel between Altrincham and Cheadle to provide a bus every 30 minutes. The two services then take separate routes between Cheadle and Stockport, providing an hourly service respectively.</p> <p>In the evenings and on Sundays, only the 370 operates providing an hourly service (Stagecoach).</p> <p>To address poor punctuality a revised Monday to Friday daytime timetable is proposed with widening of the peak headway in order to provide extra running time on both services.</p> <p>In addition, journeys numbered 371 will be rerouted at all times between Stockport and Cheadle to run via Manchester Road, Wilmslow Road, Parrs Wood Lane, Didsbury Road and Heaton Mersey (Station Road, Craig Road and Branksome Road) to replace services 323 and 375, instead of via Edgeley. This will provide a number of new links including Heaton Mersey to East Didsbury, Cheadle and Altrincham as well as Gatley to East Didsbury.</p> <p>Buses via Avondale Road in Edgeley will be provided by new services 309/310.</p> <p>There are no financial implications arising from this proposal.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>Current route is as follows:</p>  <p>The map shows a route starting at Gatley, heading east through Kingsway, then south through Alexandra Hospital, and continuing east through Park Road Stadium, St Davids Rd, and Morristons. It then turns north through Edgeley Rd, Cheshire Rd, and Dale St, ending in Stockport near Edgeley Park Stadium and the River Mersey. Key locations marked include Tesco, Travelodge, Khandoker, Parrs Wood High School, Waterside Hotel, Alexandra Hospital, Park Road Stadium, St Davids Rd, Morristons, Edgeley Rd, Cheshire Rd, Dale St, Edgeley Park Stadium, and Stockport. The route is highlighted in orange with directional arrows indicating the path.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>New route is proposed to be:</p>  <p>Members are asked to approve this recommendation which would be effective from 16th April 2023.</p>

GREATER MANCHESTER TRANSPORT COMMITTEE

Date: Friday 17th February 2023
Subject: Bus Network Stabilisation
Report of: Stephen Rhodes, Director of Bus, TfGM

Purpose of Report

To inform Members of the approach which TfGM is taking to stabilise the network in the light of on-going uncertainty around Government recovery funding and in advance of franchising.

Recommendations:

Members are asked to:

1. Note the approach with TfGM has taken to stabilise the Greater Manchester bus network since October 2022 and in respect of commercial service registrations submitted by Diamond Bus and Vision Bus due to take effect 16th April 2023, as reported to the Bus Services Sub-Committee on 20th January 2023; and
2. Delegate authority to the Chief Executive GMCA and TfGM, in consultation with the GMTCC Chair, to agree replacement bus services to commence on 16th April 2023.

Contact Officers

Stephen Rhodes Director of Bus, TfGM
stephen.rhodes@tfgm.com

Alison Chew Deputy Director of Bus, TfGM
alison.chew@tfgm.com

Equalities Implications

An Equality Impact Assessment (EqIA) has been undertaken to identify potential implications of the proposed network changes being implemented by bus operators on various protected groups and the extent to which TfGM's proposed response will mitigate these. This EqIA identified a number of potential negative impacts on groups with protected characteristics should services need to be withdrawn or significantly reduced as a result of these proposals – including access to healthcare facilities for the disabled and elderly; access to education for young people; and a disproportionate impact on BAME and low-income households who are more reliant on bus services.

Given that TfGM is seeking to intervene and replace withdrawn services, the impact will be marginal in the short to medium term.

Climate Change Impact Assessment and Mitigation Measures

N/A

Risk Management

N/A

Legal Considerations

N/A

Financial Consequences – Revenue

No direct impact from the decision to delegate but estimated high-level costs are included at section 6.

Financial Consequences – Capital

N/A

Number of attachments to the report: 0

Comments/recommendations from Overview & Scrutiny Committee

N/A

Background Papers

Forthcoming Changes to the Bus Network report to the Greater Manchester Transport Committee, Bus Services Sub - Committee – 20 January 2023.

Tracking/ Process

Does this report relate to a major strategic decision, as set out in the GMCA Constitution?

No

Exemption from call in

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency? No

GM Transport Committee

N/A

Overview and Scrutiny Committee

N/A

1. INTRODUCTION/BACKGROUND

- 1.1. This report provides an update on the approach TfGM has taken to stabilise the Greater Manchester bus network since October 2022 and seeks approval for authority to be delegated to the Chief Executive TfGM and GMCA, in consultation with the GMTCC Chair, to agree replacement bus services to commence on 16th April 2023.

2. OVERVIEW

- 2.1. As reported to the meeting of this Committee in August 2022, TfGM and bus operators have previously been through a network review exercise to identify a financially sustainable network that would be able to operate after the (at that time) expected end of COVID related recovery funding in October 2022.
- 2.2. This work resulted in a number of contracts being let to operators in October 2022 both to maintain services that were withdrawn having previously been commercially run, and to restore frequencies where a frequency reduction was proposed, up to a maximum of four buses per hour.
- 2.3. In parallel, the procurement exercise for services in Tranche 1 of the GM bus franchising scheme was being carried out, culminating in the announcement of the successful bidders on 23 December 2022.

3. IMPACT OF SERVICE WITHDRAWALS/REDUCTIONS

- 3.1. As previously reported to the Bus Sub-Committee, Diamond Bus and Vision Bus have advised TfGM of a number of changes planned for April 2023, with Diamond Bus North West registering the withdrawal of all commercial journeys on six routes, and frequency reductions on five other routes. In addition, Vision Bus have de-registered all remaining commercial journeys on one further service. All changes are due to take effect on 16th April 2023.
- 3.2. These are substantial changes which would have a significant impact on both the stability of the bus network and the communities they serve. This would undermine customer confidence in bus services at a critically important time in terms of the period leading up to franchising and the cost of living crisis, as well as undermining the revenue base that TfGM will inherit.

- 3.3. Details of the affected services were reported to the meeting of the GMTC Bus Services Sub-Committee (BSSC) on 20th January; and further information relating to the discussion that took place at BSSC is included in the Minutes of that meeting.

4. PROPOSED INTERVENTION BY TFGM

- 4.1. In response, TfGM is proposing to intervene in line with the same network stabilisation principles that were applied in Summer/Autumn 2022.
- 4.2. No action is being taken in respect of the frequency reductions, as even with the reductions, the services affected will still operate to the minimum (4 services per hour) frequencies set when the network stabilisation review was carried out.
- 4.3. Replacement services have been sought by the issue of tenders for the services that are to be withdrawn (including in one case where the replacement service would be restored at every 15 minutes rather the current 12 minute service, for consistency) for a 5 month period from 16th April 2023 to 23rd September 2023 to the start of Tranche 1. Bids were received on 8th February.
- 4.4. However, as the procurement process has only just been concluded and the next meeting of the BSSC is not due to take place until 10th March, a request is being made for authority to be delegated to the GMCA/TfGM Chief Executive, in consultation with the GMTC Chair, to approve the associated service changes on this occasion. This would enable the replacement services to be registered ahead of the deadline of 3rd March and allow operators to make the necessary preparations ahead of starting contracted operations on 16th April.

5. FINANCIAL IMPACT AND FUNDING AVAILABILITY

- 5.1. Following the procurement process, the estimated costs (taking account of revenue) for retaining the withdrawn services and frequencies as set out above is approximately £2.5m for the period 16 April to 23 September 2023. This is affordable within the budgets that were approved by the GMCA on 10th February 2023.

6. RISKS

- 6.1. Given the current uncertainty around future Government support beyond March 2023; continuing high levels of cost inflation and uncertainty around future passenger numbers; as well as driver recruitment and retention challenges, there is a risk that operators may decide to register further changes to the network. TfGM's ability to continue to intervene may, as a result of the factors set out above, become increasingly constrained by both budgetary and operational issues.

7. RECOMMENDATIONS

- 7.1 Recommendations are set out at the front of this report.

Stephen Rhodes

Director of Bus

GREATER MANCHESTER TRANSPORT COMMITTEE

BUS SERVICES SUB COMMITTEE

Date: Friday 10th March 2023

Subject: Bus Performance Report

Report of: Stephen, Rhodes, Director of Bus, TfGM

PURPOSE OF REPORT:

To inform members of the performance of the Greater Manchester bus network during the July 2022 to December 2022 period, with particular focus on the subsidised bus network.

RECOMMENDATIONS:

Members are asked to note the content of the report.

CONTACT OFFICERS:

Stephen Rhodes	Director of Bus	0161 244 1092 stephen.rhodes@tfgm.com
Martin Shier	Bus Network Performance Manager	0161 244 1684 martin.shier@tfgm.com

BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

TRAFFORD
WIGAN

GMCA GREATER
MANCHESTER
COMBINED
AUTHORITY

Equalities Implications:

N/A

Climate Change Impact Assessment and Mitigation Measures:

N/A

Risk Management:

N/A

Legal Considerations:

N/A

Financial Consequences – Revenue:

N/A

Financial Consequences – Capital:

N/A

Number of attachments to the report: 0

Comments/recommendations from Overview & Scrutiny Committee

N/A

BACKGROUND PAPERS:

None

TRACKING/PROCESS		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution?		No
EXEMPTION FROM CALL IN		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		No
GM Transport Committee	Overview & Scrutiny Committee	
N/A	N/A	

1 INTRODUCTION

- 1.1 Greater Manchester has an extensive bus network covering approximately 49.0 million miles between January 2022 and December 2022 (a decrease of 8% compared with the financial year of 2021/2022) and supporting an annual ridership of 145.8 million passengers (an increase of 8.9 million passengers compared with the financial year of 2021/22). The network (551 services) is provided on both a commercial and subsidised basis by 39 operators (as of December 2022).
- 1.2 Transport for Greater Manchester (TfGM), financially supports and manages the subsidised bus network on behalf of the Greater Manchester Combined Authority (GMCA). The funding level for the subsidised network (22.6% of the overall network mileage), supports areas of the network which are not deemed commercially viable by operators, but are considered socially necessary, and also delivers an extensive network of school bus services.
- 1.3 Annual ridership on the subsidised bus network between January 2022 and December 2022 was 22.2 million, an increase of 6.0 million compared with the financial year of 2021/2022. This includes ridership on additional supported subsidised services to support the stabilisation of the network from October 2022 onwards.
- 1.4 Bus service provision represents a vital element of the Greater Manchester public transport network. Currently, three out of every four public transport journeys in Greater Manchester are undertaken by bus services. It is therefore essential that the performance of the bus network is closely monitored and understood, ensuring that not only is the quality of provision and customer journey experience maintained and enhanced, but the subsidised services budget is effectively and efficiently deployed.
- 1.5 Transport Focus surveys have consistently indicated that key customer priorities are value for money, driver behaviour, punctuality/reliability, and journey time.

- 1.6 Patronage on the bus network overall is currently an estimated 86% of pre-Covid levels and is around 15% up on the equivalent period last year. An evaluation¹ of the first three months of Greater Manchester's £2 / £5 Bus Fare Offer (September – December 2022) shows that this initiative contributed to an increase of bus patronage of 10% over this period. Whilst it is difficult to directly attribute the proportion of this increase which results from the fares offer and what is attributable to the ongoing recovery of travel markets post pandemic, initial estimates are that approximately 5% is due to the fares offer, equating to approximately 1.5 million additional journeys in just three months. This is particularly encouraging in respect of promoting changes in travel behaviour and encouraging mode shift from car.
- 1.7 This report covers the period of July 2022 – December 2022 which includes the ongoing recovery following the impact of the pandemic, bus and rail industrial strike actions, and a national driver shortage affecting the industry. In addition, TfGM introduced the standard fare initiative from September 2022 and received the commercial portion of the Bus Revenue Grant (BRG) from government to support network stabilisation and respond to proposed reductions from commercial operators.

2 OPERATIONAL PERFORMANCE

- 2.1 This section of the report presents network wide bus operational performance statistics for the Greater Manchester region, extracted from the ITO World Transit Hub (Discover) to formally report punctuality, reliability and regularity measures from October 2022. This section of the report will cover the period of October 2022 – December 2022.
- 2.2 The ITO World Transit Hub uses automated vehicle location (AVL) and timetable (TransXChange) information, with a matching process taking place between these 2 sets of data. ITO World Transit Hub covers the entire network and services, including school services, 24hrs a day, 7 days a week.

¹ <https://tfgm.com/data-analytics-and-insight/surveys-and-research/low-bus-fares>

- 2.3 TfGM's in-house Punctuality Reliability Monitoring System (PRMS) ended on the 30th September 2022. PRMS was based on manual observations on a small sample of the network and services during observational periods.
- 2.4 Figure 1 provides a comparison of the months October 2022 – December 2022 using the ITO World Transit Hub system of the key bus services operational performance indicators, split between those registered to adhere to a timetable with specific departure times (scheduled services) and those registered to operate six buses an hour or more, with the associated timetable stating the service frequency (frequent services).
- 2.5 Using the same core data set, a different methodology was used to calculate reliability and overall punctuality, compared with start and intermediate (mid-point) punctuality. Reliability and overall punctuality include frequent service intervals provided by ITO World Transit Hub (Discover). Start and intermediate (mid-point) punctuality excludes frequent service intervals and is generated 'in house' within TfGM, as these measures are currently not available via ITO World Transit Hub. Start and intermediate (mid-point) punctuality will be provided by ITO World Transit Hub in the forthcoming months.

Figure 1: Bus Service Operational Performance

Indicator	Standard	October 2022		November 2022		December 2022	
		Recorded Departures/ Observations	%	Recorded Departures/ Observations	%	Recorded Departures/ Observations	%
Scheduled Services							
Reliability*	97.00%	1,975,099	80.68%	1,505,612	80.55%	1,846,248	80.86%
Overall Punctuality*	80.00%	1,975,099	67.48%	1,505,612	64.46%	1,846,248	66.65%
Start Point Punctuality**	90.00%	421,975	75.94%	330,612	73.25%	389,845	74.73%
Intermediate (Mid-Point) Punctuality**	70.00%	1,290,601	59.73%	1,021,009	57.41%	1,219,375	58.22%
Frequent Services							
Regularity	97.00%	266,414	94.25%	225,162	92.85%	245,381	94.44%

Note: The ITO World Transit Hub was unavailable for 7 days between the 16th – 22nd November 2022, due to a technical issue.

*** Includes frequent service intervals**

**** Excludes frequent service intervals**

Scheduled Service Performance

- 2.6 The reliability of scheduled services (Figure 1) at the network level was below the Traffic Commissioner’s minimum standard of 97.00% throughout the period of October 2022 – December 2022, with performance just above 80.00%.
- 2.6.1 Reliability reporting is based on scheduled/timetabled departures versus recorded/actual departures, using GPS/AVL information which can be limited by ticket machine hardware and network reception/coverage.
- 2.7 Start-point punctuality of scheduled services is an area where TfGM has sought more action on the part of the operator, as it is incumbent on them to provide reasonable recovery time and develop contingency plans to enable journeys to start punctually. Traffic congestion in the Regional Centre has historically hampered the

increased recovery times put in place by some operators, particularly given the limited space available for vehicle layover.

- 2.8 The start-point punctuality of scheduled services (Figure 1) at the network level was below the Traffic Commissioner's minimum standard of 90.00% throughout the period of October 2022 – December 2022, with average performance of below 75.00% over the 3 months.
- 2.9 The mid-point punctuality of scheduled services (Figure 1) at the network level was below the Traffic Commissioner's minimum standard of 70.00% throughout the period of October 2022 – December 2022, with performance below 60.00%
- 2.10 Overall punctuality for scheduled services (Figure 1) at the network level was below the Traffic Commissioner's minimum standard of 80.00% throughout the period of October 2022 – December 2022, with performance below 70.00%.
- 2.11 Performance measures, as shown by the key bus services operational performance indicators, are lower compared with the data previously reported by the PRMS system, as the ITO World Transit Hub is providing a more accurate and fuller comprehensive coverage of the network. In addition, there continues to be a general driver shortage impacting the bus industry and the ability for operators to provide services as planned, as well as increased congestion and roadworks taking place on the network, affecting performance.
- 2.12 For Bus Franchising, an AVL system is being procured to provide the operational performance indicators.

Frequent Service Performance

- 2.13 In the case of frequent services, the key issue for passengers is not the adherence to a specific set of timetabled departures, but the regularity of the service compared to their expectations. Performance is measured at intermediate timing points of a journey therefore this is another area where internal targets acknowledge there may

be a need for highways management interventions to achieve the minimum standards.

- 2.14 The mid-point regularity of frequent services (Figure 1) at the network level was below the Traffic Commissioner's minimum standard of 97.00% throughout the period of October 2022 – December 2022, with performance below 95.00%.

Fleet Profile

- 2.15 Since 1992, European Union (EU) regulations have been imposed on new engines, with the aim of improving air quality - meaning an engine must meet certain Euro emissions standard when it is made. The aim of Euro emissions standards is to reduce the levels of harmful exhaust emissions, chiefly:

- Nitrogen oxides
- Carbon monoxide
- Hydrocarbons
- Particulate matter

- 2.16 The first Euro emission standard (Euro 1) was introduced in 1992 and the latest Euro 6 emission standard in 2015. In November 2022, the EU published their proposal detailing the new Euro 7 emission standards with the aim to ensure cars, vans, lorries and buses are much cleaner, in real driving conditions that better reflect the situation in cities where air pollution problems are largest, and for a much longer period than under current rules.

- 2.17 A hybrid engine combines a petrol or diesel engine with an electric motor powered by a battery. The battery is charged by capturing energy from braking and, under certain conditions, from the engine.

2.18 Figure 2 highlights the observed profile of the network bus fleet, in terms of vehicle age and the engine emissions standard. The vehicle fleet profile is based upon the fleet data collated as part of the Clean Air programme.

Figure 2: Vehicle Fleet Profile

Vehicle Type	31/03/2021	31/03/2022	30/09/2022	Direction Change 2022
Euro VI (Incl Electric vehicles)	36.53%	71.71%	88.84%	Improving
Euro IV+ (E4, E5, E6 & Electric vehicles)	94.51%	98.99%	99.63%	Improving
Hybrid Diesel	13.45%	11.85%	12.19%	Improving
Electric Only	1.83%	1.53%	1.63%	Improving
Vehicle Age (Average)	9.2 years	9.4 years	10.1 years	Worsening

2.19 At the end of September 2022, 99.63% of vehicle engines were of an emission standard of 4 and above and 88.84% of these vehicle engines were of an emission standard of 6 and/or an electric vehicle, an increase compared with the end of March 2022, and a significant increase since March 2021, with the aim of improving air quality. The usage of hybrid diesel engines has improved slightly between the 31/03/2022 and 30/09/2022 from 11.85% to 12.19%.

2.20 The average age of the vehicle fleet has increased between March 2022 and September 2022, with the average fleet age at 10.1 years.

2.21 Greater Manchester's Clean Air Plan is under review with Government. However, as the emissions reduction for a bus changing from a non-compliant vehicle to a Euro VI model is substantial the Clean Air Funding for bus replacement and retrofit

for GM registered bus services remains open to operators. To end January 2023, 877 buses have been retrofitted and 69 vehicles have been replaced, these upgrades mean that 89% of the bus fleet serving Greater Manchester is now compliant with clean air standards. The fleet profile will continue to improve as Bus Franchising is implemented, including the procurement of 100 new zero emission electric buses for Bus Franchising Tranches 1 and 2.

SUBSIDISED BUS NETWORK PERFORMANCE

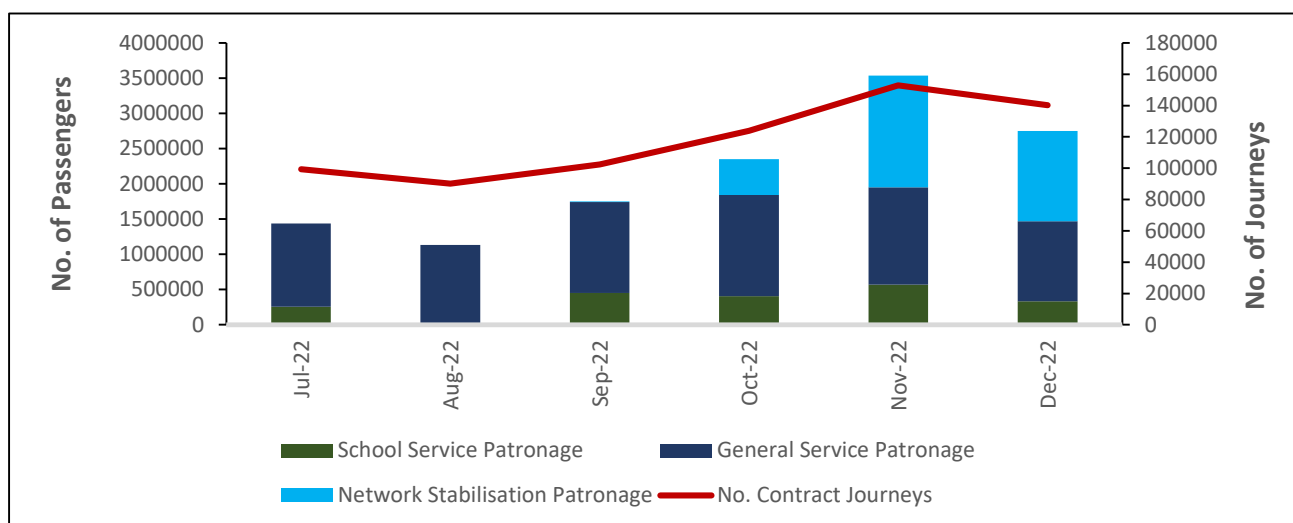
Overview

- 2.22 Over the 6-month period July 2022 – December 2022, the total estimated bus network mileage within Greater Manchester was 23,875,742 miles. Commercial services provided 77% (18,404,370 miles) of the total estimated bus network mileage and TfGM subsidised services the remaining 23% (5,471,372 miles), supporting socially necessary and school bus services.
- 2.23 In December 2022, there were 496 subsidised service contracts in operation, compared with 460 in December 2021. In December 2022, there were 265 school subsidised service contracts and 231 general (normal) subsidised service contracts, of which 63 were network stabilisation contracts, provided by a total of 21 operators. The largest 3 operators of subsidised service contracts in December 2022 were Stagecoach Manchester (137 contracts/28% market share), Vision Bus Ltd (63 contracts/13% market share) and First Manchester (41 contracts/8% market share).
- 2.24 In December 2022, subsidised bus mileage was estimated to be 980,769 miles, compared with 809,230 miles in December 2021, an increase of 21% due to the increase of subsidised supported contracts, to support network stabilisation and respond to proposed reductions from commercial operators. The largest 3 operators of subsidised bus mileage in December 2022 were Stagecoach Manchester (339,329 miles/35% mileage share), Diamond Bus (150,797 miles/15% mileage share) and Vision Bus Ltd (109,870 miles/11% mileage share).

Patronage

2.25 Patronage information is collated and analysed each month to identify trends, increase our understanding of passenger demand across the subsidised bus network and facilitate contract management. Figure 3 presents the monthly patronage profile on subsidised bus services, along with the number of contracted journeys for the July 2022 – December 2022 period.

Figure 3: Subsidised Bus Service Patronage (July 2022 – December 2022)



2.26 Overall subsidised service patronage, including the school, general and network stabilisation supported services for the period of July 2022 – December 2022 was 12,962,584 passengers, on 708,766 journeys, with an average of 18 passengers per journey.

2.27 Excluding the network stabilisation patronage, subsidised service patronage including the school and general network for the period of July 2022 – December 2022 was 9,572,070 passengers on 586,183 journeys, with an average of 16 passengers per journey. The level of patronage has increased by 17% (1,366,316 passengers) compared with the patronage level recorded between July 2021 – December 2021 of 8,205,754 passengers and reflects the continued recovery in bus travel following the COVID-19 pandemic. The number of journeys has increased by

3% compared with the number of journeys recorded between July 2021 – December 2021 of 570,834 journeys. Average passengers per journey between July 2021 – December 2021 was 14.

- 2.28 General subsidised service patronage for July 2022 – December 2022 was 7,554,375. The level of patronage has increased by 18% (1,350,160 passengers) compared with the patronage level recorded between July 2021 – December 2021 of 6,204,215 passengers.
- 2.29 Between July 2022 – December 2022, the main 3 operators carrying general services subsidised patronage were Stagecoach Manchester (50.04% and 3,779,925 passengers), Go North West (9.06% and 684,725 passengers) and Rosso (8.51% and 642,985 passengers).
- 2.30 Schools subsidised service patronage for July 2022 – December 2022 was 2,017,695. This represents an increase of 1% (16,156 passengers) compared with 2,001,539 passengers between July 2021 – December 2021.
- 2.31 Between July 2022 – December 2022, the main 3 operators carrying schools subsidised patronage were: Stagecoach Manchester (25.65% and 517,591 passengers), Vision Bus (13.56% and 273,524 passengers) and First Manchester (12.11% and 244,394 passengers).
- 2.32 TfGM was provided the commercial portion of the Bus Revenue Grant (BRG) from the Department for Transport (DfT), from October 2022 onwards, to support network stabilisation and respond to proposed reductions from commercial operators. Patronage on services supported via network stabilisation between October 2022 – December 2022 was 3,390,514.
- 2.33 Between October 2022 – December 2022, the main 3 operators carrying network stabilisation service patronage were Stagecoach Manchester (47.87% and 1,623,101 passengers), Diamond Bus (21.30% and 722,229 passengers) and First Manchester (19.70% and 667,971 passengers).

- 2.34 Subsidised service patronage is recovering. Patronage, excluding network stabilisation patronage for the rolling 12-month period of January 2022 – December 2022 was 18,844,346 passengers and remains 4% lower compared with the 2019/2020 financial year (19,675,699 passengers).

Contract Cost

- 2.35 Contract payments for the subsidised services totalled £18,237,542 for the period of July 2022 – December 2022. This is a 30% (£4,219,123) increase in the expenditure for contract payments compared with the period between July 2021 – December 2021 (£14,018,419). This is reflective of the increase in subsidised supported contracts, to support network stabilisation and respond to proposed reductions from commercial operators.
- 2.36 The cost per passenger for the period of July 2022 – December 2022 was £1.41, a decrease of 18% compared with the cost per passenger for the 6-month period between July 2021 – December 2021 of £1.71.

Declared Lost Mileage

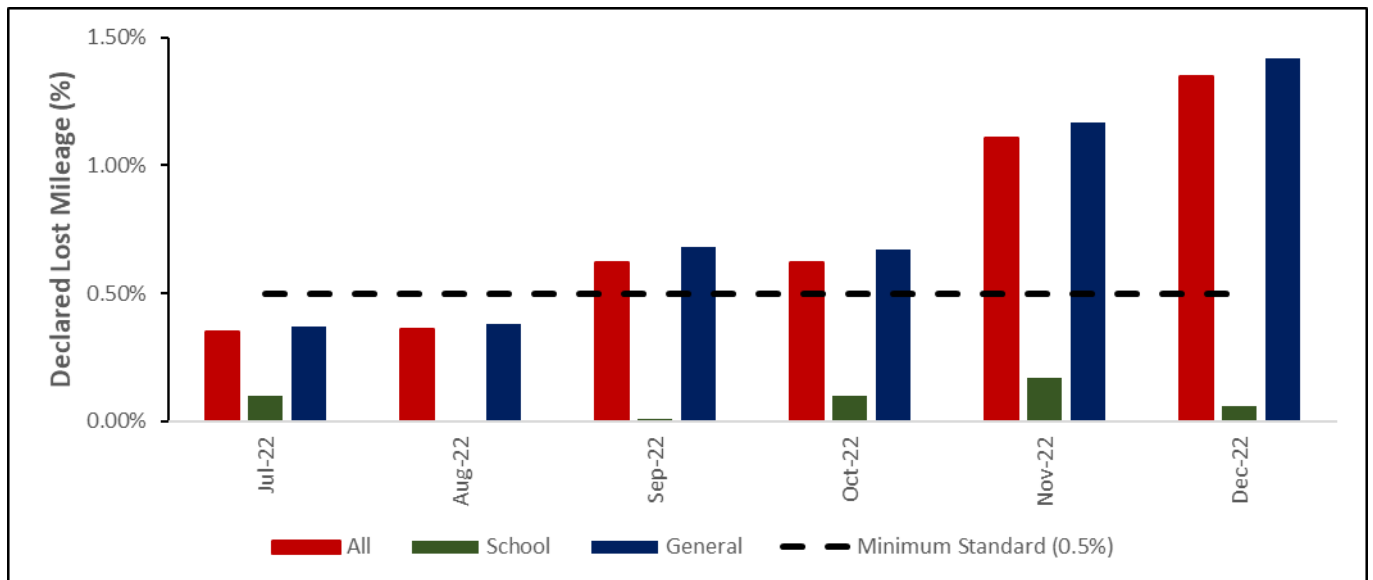
- 2.37 Operators are contractually obliged to declare any lost mileage that occurs on TfGM contracts each month and these declarations are subsequently verified through analysis of their electronic ticket machine data. The proportion of declared lost mileage incurred on the subsidised service network between July 2022 and December 2022, broken down by contract type is presented in Figure 4.
- 2.38 Between July 2022 and December 2022, the declared lost mileage for all subsidised services was 47,987 miles, which represented 0.81% of the subsidised scheduled mileage. The significant service delivery issues relating to the national driver shortage must be acknowledged as a significant impact in the period under review. This is an increase compared with the period between July 2021 and December 2021 declared lost mileage for all subsidised services of 41,216 miles, representing

0.88% of the subsidised scheduled mileage. Declared lost mileage is above the industry standard of 0.5%.

2.39 General subsidised declared lost mileage for the period between July 2022 and December 2022 was 47,671 miles, representing 0.86% of the general subsidised scheduled mileage. This is an increase compared with the period between July 2021 and December 2021 declared lost mileage for all subsidised services of 40,578 miles, representing 0.95% of the subsidised scheduled mileage. Declared lost mileage is above the industry standard of 0.5%.

2.40 Schools subsidised declared lost mileage for the period between July 2022 and December 2022 was 297 miles, representing 0.08% of the school subsidised scheduled mileage. This is a reduction compared with the period between July 2021 and December 2021 declared lost mileage for all subsidised services of 637 miles, representing 0.15% of the subsidised scheduled mileage. Declared lost mileage is below the industry standard of 0.5%.

Figure 4: Declared Lost Mileage (July 2022 – December 2022)



2.41 The main 3 reasons for declared lost mileage for all subsidised services as identified by operators during the period between July 2022 and December 2022 were: staff

shortage (44% affecting 21,287 miles), bus breakdowns (24% affecting 11,495 miles) and traffic congestion and enforcement (22% affecting 10,497 miles).

Operational Performance

Figure 5: Subsidised Bus Network Operational Performance

Indicator	Standard	October 2022		November 2022		December 2022	
		Recorded Departures/ Observations	%	Recorded Departures/ Observations	%	Recorded Departures/ Observations	%
<i>Scheduled Services</i>							
Reliability*	97.00%	485,995	81.61%	519,241	81.60%	966,760	81.90%
Overall Punctuality*	80.00%	485,995	67.38%	519,241	64.63%	966,760	67.31%
Start Point Punctuality**	90.00%	275, 988	74.57%	191, 761	74.48%	301,612	74.37%
Intermediate (Mid-Point) Punctuality**	70.00%	1,218,612	59.06%	666, 112	58.36%	1,362,307	58.12%

Note: The ITO World Transit Hub was unavailable for 7 days between the 16th – 22nd November 2022, due to a technical issue.

*** Based on subsidised individual trips/journeys**

****Based on subsidised services (full and partial services)**

2.42 This section of the report presents subsidised bus network operational performance statistics for the Greater Manchester region, extracted from the ITO World Transit Hub (Discover) to formally report punctuality and reliability measures from October 2022. This section of the report will cover the period of October 2022 – December 2022.

2.43 ITO World Transit Hub covers the subsidised network and services, including school services, 24hrs a day, 7 days a week.

2.44 Using the same core data set, a different methodology was used to calculate reliability and overall punctuality, compared with start and intermediate (mid-point) punctuality. Reliability and overall punctuality are based on subsidised trips/journeys

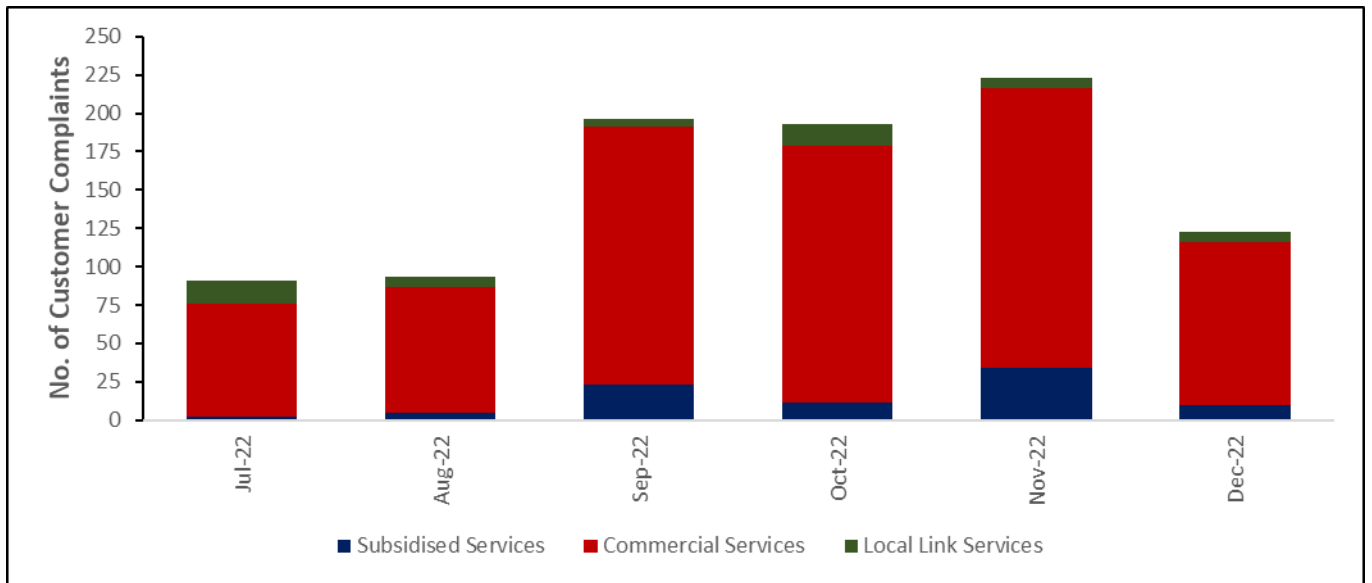
as defined by the ITO World Transit Hub (Discover). Start and intermediate (mid-point) punctuality are based on subsidised services (full and partially subsidised) and are generated 'in house' within TfGM. Start and intermediate (mid-point) punctuality will be provided by ITO World Transit Hub in the forthcoming months.

- 2.45 The reliability of subsidised scheduled services (Figure 5) was below the Traffic Commissioner's minimum standard of 97.00% throughout the period of October 2022 – December 2022, with performance just above 80.00%.
- 2.45.1 Reliability reporting is based on scheduled/timetabled departures versus recorded/actual departures, using GPS/AVL information which can be limited by ticket machine hardware and network reception/coverage.
- 2.46 The start-point punctuality of subsidised scheduled services (Figure 5) was below the Traffic Commissioner's minimum standard of 90.00% throughout the period of October 2022 – December 2022, with performance just below 75.00%
- 2.47 The mid-point punctuality of subsidised scheduled services (Figure 5) was below the Traffic Commissioner's minimum standard of 70.00% throughout the period of October 2022 – December 2022, with performance just below 60.00%
- 2.48 Overall punctuality for subsidised scheduled services (Figure 5) was below the Traffic Commissioner's minimum standard of 80.00% throughout the period of October 2022 – December 2022, with performance below 70.00%.
- 2.49 As with the overall network, operational performance indicators are lower compared with the data previously reported by the PRMS system, as the ITO World Transit Hub is providing a more accurate and fuller comprehensive coverage of the network. In addition, there continues to be a general driver shortage impacting the bus industry and the ability for operators to provide services as planned, as well as increased congestion and roadworks taking place on the network, affecting performance.

Customer Comments

- 2.50 Customer comments/complaints are received via the Customer Experience Platform (CPX) at TfGM, for commercial, subsidised and Local Link services. The level of customer comments/complaints received during the period of July 2022 – December 2022 for commercial, subsidised and Local Link services is presented in Figure 6.
- 2.51 There were 85 subsidised bus service comments/complaints received by TfGM during the period of July 2022 to December 2022, which were within the operators control and their responsibility. This is the same of level of comments/complaints received compared with the 6-month period between July 2021 – December 2021 of 85, which were also deemed within the operators control and their responsibility.
- 2.52 The main 3 reasons of customer comments/complaints received during the period of July 2022 – December 2022 were service failure (25% / 21 comments/complaints), punctuality/reliability (24% / 20 comments/complaints) and driver behaviour (13% / 11 comments/complaints).
- 2.53 There were 54 Local Link comments/complaints received by TfGM during the period of July 2022 to December 2022. This is a reduction of 26% in the number of comments/complaints received, compared with the 6-month period between July 2021 – December 2021 of 73.
- 2.54 The main 3 reasons of customer comments/complaints received during the period of July 2022 – December 2022 were service failure (50% / 27 comments/complaints), booking error (19% / 10 comments/complaints) and other problem (15% / 8 comments/complaints). Examples of other problem classification areas include lack of wheelchair access, lack of service coverage in specific areas and unhappy with vehicle size.

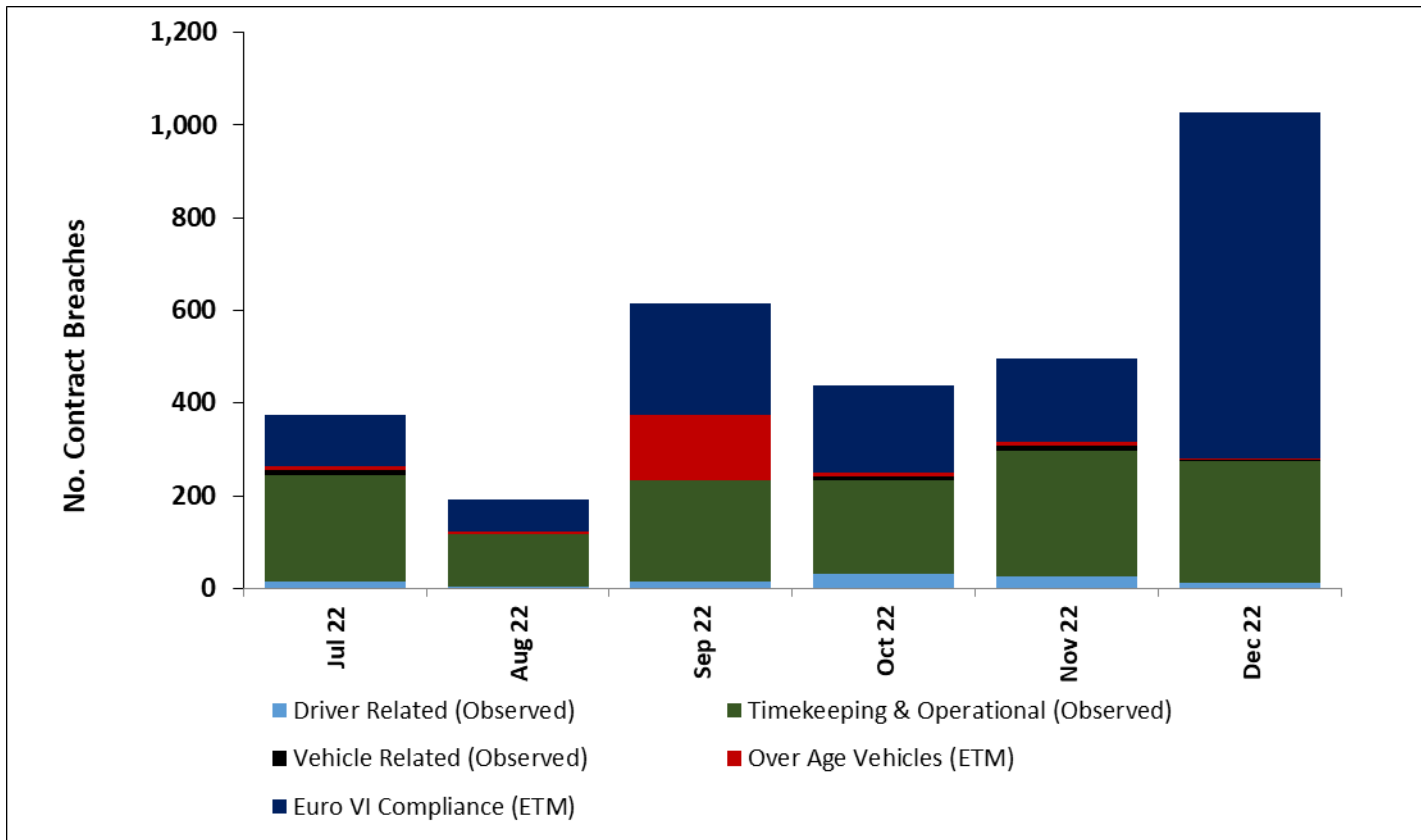
Figure 6: Customer complaints/comments (July 2022 – December 2022)



Contract Breaches

- 2.55 Contract breaches are reported failures to deliver a subsidised service in accordance with the contract specification and result in a financial deduction being made from the operator’s monthly payment. The level of financial penalty is dependent on the number and composition of breach types. Figure 7 shows the monthly number of contract breaches by type and source for the period of July 2022 – December 2022.
- 2.56 49% of contract breaches between July 2022 and December 2022 were attributed to Euro VI non-compliant breaches (1,535), 41% were due to timekeeping and operational breaches (1,297), 6% were attributed to over age vehicles (174), 3% were driver related (103) and 1% were vehicle related (34).
- 2.57 Euro VI compliance monitoring was introduced for all new tendered contracts from in September 2021, as part of the Clean Air Programme.

Figure 7: Contract Breaches (July 2022 – December 2022)



Vehicle Profile

2.58 In December 2022, the average age of the vehicle fleet used on the subsidised network was 9.37 years. When compared by contract type, the average age of the vehicle fleet used on general services was 9.42 years and on the school network was 9.83 years. The average age of the vehicle fleet overall and on both the general and schools network remains below TfGM’s tendered age limit of 15 years.

Deductions from Operator Payments

2.59 Contract deductions are a financial deduction made from the operator’s monthly payment. Declared lost mileage and contract breaches, including employing overage vehicles on the network, contribute towards the financial deductions made.

- 2.60 Contract deductions for the subsidised services totalled £189,691 for the period of July 2022 – December 2022. This is a 37% (£51,688) increase in the contract deductions made in the period between July 2021 – December 2021 (£138,003)
- 2.61 Contract deductions represented 1.04% of the total contract payments paid (£18,237,542) in the period of July 2022 – December 2022, compared with 0.98% of the total contract payments paid (£14,018,419) during the 6-month period between July 2021 – December 2021.

3 RECOMMENDATIONS

- 3.1 Recommendations are set out at the front of this report

Stephen Rhodes
Director of Bus