

Greater Manchester Transport Committee

DATE: Friday, 21 February 2020
TIME: 10.30 am
VENUE: Friends Meeting House, Mount Street, Manchester

- **Nearest Metrolink Stop:** St Peters Square
- **Wi-Fi Network:** public

Agenda

Item	Pages
1. APOLOGIES	
2. CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS	
Muhammad Karim to update Members on the recent ‘Leaders in Diversity’ accreditation and winner of “Transportation Organisation of the Year 2020” award for TfGM.	
3. DECLARATIONS OF INTEREST	1 - 4
To receive declarations of interest in any item for discussion at the meeting. A blank form for declaring interests has been circulated with the agenda;	

please ensure that this is returned to the Governance & Scrutiny Officer at the start of the meeting.

4.	MINUTES OF THE GM TRANSPORT COMMITTEE HELD 17 JANUARY 2020	5 - 16
	To consider the approval of the minutes of the meeting held 17 January 2020.	
5.	GM TRANSPORT COMMITTEE WORK PROGRAMME	17 - 22
	Report of Liz Treacy, Monitoring Officer, GMCA.	
6.	TRANSPORT NETWORK PERFORMANCE	23 - 34
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	Report of Daniel Vaughan, Head of Metrolink, TfGM.	
10.	METROLINK TICKETING	89 - 100
	Report of Stephen Rhodes, Customer Director, TfGM.	
11.	SOCIAL VALUE	101 - 110
	Report of Eamonn Boylan, Chief Executive Officer GMCA & TfGM.	
12.	AGE FRIENDLY TRANSPORT	111 - 122
	Report of Kate Brown, Director of Corporate Affairs, TfGM.	
13.	EXCLUSION OF THE PRESS AND PUBLIC	
	That, under section 100 (A)(4) of the Local Government Act 1972 the press and public should be excluded from the meeting for the following items on business on the grounds that this involved the likely disclosure of exempt information, as set out in the relevant paragraphs of Part 1, Schedule 12A of	

the Local Government Act 1972 and that the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

14. FORTHCOMING CHANGES TO BUS SERVICES - PART B

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Report of Alison Chew, Interim Head of Bus Services, TfGM.

For copies of papers and further information on this meeting please refer to the website

www.greatmanchester-ca.gov.uk. Alternatively, contact the following:

Governance & Scrutiny Officer: Nicola Ward 0161 778 7009

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This agenda was issued on behalf of Eamonn Boylan, Secretary to the Greater Manchester Combined Authority, Churchgate House, 56 Oxford Street, Manchester M1 6EU

Members	Representing	Political Party
Stuart Haslam	Bolton	Conservative
Beth Mortenson	Bury	Labour
Angeliki Stogia	Manchester	Labour
Naeem Hassan	Manchester	Labour
Ateeque Ur-Rehman	Oldham	Labour
Phil Burke	Rochdale	Labour
Roger Jones	Salford	Labour
David Meller	Stockport	Labour
Warren Bray	Tameside	Labour
Steve Adshead	Trafford	Labour
Mark Aldred	Wigan	Labour
Sean Fielding	GMCA	Labour
Roy Walker	Mayoral appointment	Conservative
John Leech	Mayoral appointment	Liberal Democrat
Dzidra Noor	Mayoral appointment	Labour
Howard Sykes	Mayoral appointment	Liberal Democrat
Shah Wazir	Mayoral appointment	Labour
Barry Warner	Mayoral appointment	Labour
Doreen Dickinson	Mayoral appointment	Conservative
Peter Robinson	Mayoral appointment	Labour
Nathan Evans	Mayoral appointment	Conservative
Joanne Marshall	Mayoral appointment	Labour

Substitutes	Representing	Political Party
Derek Bullock	Bolton	Conservative
David Jones	Bury	Labour
Basat Shiekh	Manchester	Labour
Eddy Newman	Manchester	Labour
Matt Wynne	Stockport	Labour
Barrie Holland	Tameside	Labour
James Wright	Trafford	Labour

Carl Sweeney	Wigan	Labour
Allan Brett	GMCA	Labour
David Wilkinson	Mayoral appointment	Liberal Democrat
John Hudson	Mayoral appointment	Conservative
Linda Holt	Mayoral appointment	Conservative
Angie Clark	Mayoral appointment	Liberal Democrat

GM Transport Committee on 21 February 2020

Declaration of Councillors' interests in items appearing on the agenda

NAME: _____

Minute Item No. / Agenda Item No.	Nature of Interest	Type of Interest
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary

PLEASE NOTE SHOULD YOU HAVE A PERSONAL INTEREST THAT IS PREJUDICIAL IN AN ITEM ON THE AGENDA, YOU SHOULD LEAVE THE ROOM FOR THE DURATION OF THE DISCUSSION & THE VOTING THEREON.

QUICK GUIDE TO DECLARING INTERESTS AT GMCA MEETINGS

This is a summary of the rules around declaring interests at meetings. It does not replace the Member's Code of Conduct, the full description can be found in the GMCA's constitution Part 7A.

Your personal interests must be registered on the GMCA's Annual Register within 28 days of your appointment onto a GMCA committee and any changes to these interests must notified within 28 days. Personal interests that should be on the register include:

- Bodies to which you have been appointed by the GMCA
- Your membership of bodies exercising functions of a public nature, including charities, societies, political parties or trade unions.

You are also legally bound to disclose the following information called DISCLOSABLE PERSONAL INTERESTS which includes:

- You, and your partner's business interests (eg employment, trade, profession, contracts, or any company with which you are associated)
- You and your partner's wider financial interests (eg trust funds, investments, and assets including land and property).
- Any sponsorship you receive.

FAILURE TO DISCLOSE THIS INFORMATION IS A CRIMINAL OFFENCE

STEP ONE: ESTABLISH WHETHER YOU HAVE AN INTEREST IN THE BUSINESS OF THE AGENDA

If the answer to that question is 'No' – then that is the end of the matter. If the answer is 'Yes' or 'Very Likely' then you must go on to consider if that personal interest can be construed as being a prejudicial interest.

STEP TWO: DETERMINING IF YOUR INTEREST PREJUDICIAL?

A personal interest becomes a prejudicial interest:

- where the well being, or financial position of you, your partner, members of your family, or people with whom you have a close association (people who are more than just an acquaintance) are likely to be affected by the business of the meeting more than it would affect most people in the area.
- the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.

FOR A NON PREJUDICIAL INTEREST**YOU MUST**

- Notify the governance officer for the meeting as soon as you realise you have an interest
- Inform the meeting that you have a personal interest and the nature of the interest
- Fill in the declarations of interest form

TO NOTE:

- You may remain in the room and speak and vote on the matter
- If your interest relates to a body to which the GMCA has appointed you to you only have to inform the meeting of that interest if you speak on the matter.

FOR PREJUDICIAL INTERESTS**YOU MUST**

- Notify the governance officer for the meeting as soon as you realise you have a prejudicial interest (before or during the meeting)
- Inform the meeting that you have a prejudicial interest and the nature of the interest
- Fill in the declarations of interest form
- Leave the meeting while that item of business is discussed
- Make sure the interest is recorded on your annual register of interests form if it relates to you or your partner's business or financial affairs. If it is not on the Register update it within 28 days of the interest becoming apparent.

YOU MUST NOT:

- participate in any discussion of the business at the meeting, or if you become aware of your disclosable pecuniary interest during the meeting participate further in any discussion of the business,
- participate in any vote or further vote taken on the matter at the meeting

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Agenda Item 4

MINUTES OF THE GREATER MANCHESTER TRANSPORT COMMITTEE HELD ON FRIDAY 17 JANUARY 2020 AT THE FRIENDS MEETING HOUSE

PRESENT:

Councillor Mark Aldred (in the Chair)	Wigan Council
Councillor Stuart Haslam	Bolton Council
Councillor Beth Mortenson	Bury Council
Councillor Roy Walker	Bury Council
Councillor Sean Fielding	GMCA
Councillor John Leech	Manchester City Council
Councillor Dzidra Noor	Manchester City Council
Councillor Angeliki Stogia	Manchester City Council
Councillor Mohon Ali	Oldham Council
Councillor Shah Wazir	Rochdale Council
Councillor Phil Burke	Rochdale Council
Councillor Roger Jones	Salford City Council
Councillor David Meller	Stockport MBC
Councillor Angie Clark	Stockport MBC
Councillor Peter Robinson	Tameside Council
Councillor Doreen Dickinson	Tameside Council
Councillor Warren Bray	Tameside Council
Councillor James Wright	Trafford Council
Councillor Nathan Evans	Trafford Council

OFFICERS IN ATTENDANCE:

Eamonn Boylan	Chief Executive GMCA & TfGM
Bob Morris	Chief Operating Officer, TfGM
Alison Chew	Interim Head of Bus Services, TfGM
Caroline Whittam	Head of Rail Franchising, TfGM
Alex Cropper	Head of Operations
Nick Roberts	Head of Services & Commercial Development, TfGM
Chris Boardman	GM Cycling and Walking Commissioner
Richard Nickson	Cycling & Walking Programme Director, TfGM
Gwynne Williams	Deputy Monitoring Officer, GMCA
Nicola Ward	Governance Officer, GMCA

GMTC 01/20 APOLOGIES

Resolved /-

That apologies were received and noted from Councillor Steve Adshead, Councillor Joanne Marshall and Councillor Howard Sykes.

GMTC 02/20 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

Resolved /-

1. Recent Death of Councillor Guy Harkin

That it be noted that the Members of the GM Transport Committee held a minutes silence to express their condolences to the family of Councillor Guy Harkin, a passionate and active Member of the previous Transport for Greater Manchester Committee who had recently passed away.

2. New Member

That it be noted that Councillor Shah Wazir had been appointed by the GM Mayor to replace Councillor Liam O'Rourke on the GM Transport Committee.

GMTC 03/20 DECLARATIONS OF INTEREST

Resolved /-

That Councillor Phil Burke declared a personal interest in relation to item 6 (Performance Report) as an employee of Metrolink.

GMTC 04/20 MINUTES

Resolved /-

1. That the minutes of the meeting held on 8 November 2019 be approved as a correct record.
2. That in relation to minute GM 58/19 it was confirmed that GMP had established their new Transport Unit which had already been noticeably visible on Metrolink.

GMTC 05/20 TRANSPORT COMMITTEE DRAFT WORK PROGRAMME

Gwynne Williams, Deputy Monitoring Officer for the GMCA took Members through the latest version of the GM Transport Committee Work Programme.

Members were advised that a report on Taxi Licensing Standards would be considered in due course, any urgent comments should be fed directly to their Local Authority as the responsible organisation.

Resolved /-

That the work programme for the GM Transport Committee be noted.

GMTC 06/20 TRANSPORT NETWORK PERFORMANCE

Alex Cropper, Head of Operations TfGM introduced the latest Network Performance report which covered the performance of all modes during November 2019. The report highlighted increased delays on the highway network of 2% above the term time average partly attributed to the seasonal impacts of poor weather, shorter days and city centre events. Metrolink performance was positive across the period, however there was a reported knife incident at the Abraham Moss stop, which the Police were proactively addressing. November was a poor month for rail performance, with declines in both punctuality and reliability measures.

Two key successes for the month had been the highest recorded level of patronage for the Leigh Guided Busway and the successful trial of the shuttle bus service at Manchester United football matches.

A Member thanked TfGM for their support in dealing with antisocial behaviour on the Metrolink Rochdale line, however he reported increased levels of antisocial behaviour from homeless people on trams especially in the Oldham and Manchester area. Furthermore, there had been incidents of fare evasion and aggressive begging, all of which needed to be addressed.

A Member also reported incidents of drug dealing at the Abraham Moss Metrolink Station, and issues with the help point and intercom.

Members discussed the impact of changing football match kick off times to the transport network, and whether there was any action that TfGM could take to mitigate last minute changes. Officers reported that recently a proposed 6pm kick off had been altered due to their objection.

Members expressed their concerns in relation to the further decline of rail services, especially in relation to cancelled, delayed and short formed trains leaving people stranded at stations, and highlighted Ryder Brow, Gorton and Moston as areas experiencing significant issues. Further to this, Members sought assurance that the removal of the pacer trains planned for early 2020 would not have a further negative impact on Northern services.

In relation to the new Metrolink line to Trafford Park, Members expressed the need for the new stations near Old Trafford to have significant health and safety measures to manage the peak times with football visitors. Officers confirmed that lessons learnt from the Ethiad stop had been implemented and measures agreed in conjunction with Trafford Council.

Members were pleased to hear about the continued success of the Guided Busway in Leigh, which was recording patronage levels of over 70,000 passengers per week. The scale of the impact on the public transport network was immense, and its success had to be attributed to high standards of service that should be replicated elsewhere across the network. Members further noted that approximately 25% of those passengers using the Guided Busway had previously been car drivers.

Members reported some challenges for older people in accessing a place to pick up their rail concessionary passes due to a lack of clarity as to the meaning of a 'pay point shop' and asked for communications to be made clearer, and access for collecting passes to be improved.

Resolved /-

1. That the Transport Network Performance Report be noted.
2. That TfGM would review the working status of the help point and intercom at the Abraham Moss Metrolink Station, and report back directly to Cllr Hassan.

GMTC 07/20 RAIL PERFORMANCE REPORT

Bob Morris, Chief Operating Officer TfGM took Members through a report which provided a summary of rail network performance across Greater Manchester over the period from 21 July – 7 December 2019. He reported that performance had continued to decline over this period, and the introduction of the new timetables had not sustained improved resilience or train reliability. Train Operators had reported issues with rolling stock, crew levels and training schedules, all of which had further negative impact on train performance.

Chris Jackson, Regional Director for Northern Rail described unprecedented levels of change for the company, but he could now report that training for drivers and conductors on the new trains was 2/3 complete, and after 18 months of negotiations with the unions, Sunday services would soon be reinstated. Throughout 2019 there had been many issues to contend with, including delays to the production of new trains, late delivery of proposed infrastructure, delays to electrification of the lines, and congestion across the city, all of which added to the challenge faced by Northern Rail. Throughout 2019 there were 59 Pacer trains removed, and 62 new trains introduced. By March 2020 there would be additional electric/diesel trains on the network to further help to improve the service. Other improvements had included investment to the Wigan Springs Branch and a new shed at Newton Heath. With respect to the December timetable changes, Northern reported improved capacity on the Bolton corridor specifically, and further stabilisation of performance had been evident since the beginning of 2020.

Kathryn O'Brien, Customer Experience Director for Transpennine Express confirmed that their performance had been unacceptable and had been a result of a number of factors including the concurrent introduction of three fleets of new trains as a result of manufacturing delays. This had resulted in significant impact to the availability of drivers due to the requirement for their additional training. Transpennine Express had taken a number of measures to try to counteract this impact, including the introduction of additional diesel trains, prioritising local over some cross country services and providing a compensation scheme for season ticket holders. They reported further new trains would be introduced by May 2020, which was hoped to relieve over-crowding, improve availability and restore customer trust.

Daniel Coles, Network Rail reported high levels of collaboration across all train operators to support the current and planned introduction of new trains and the required infrastructure improvements. However, 2019 had been plagued with extreme weather, both high temperatures, and significantly low temperatures, all of which had had an unprecedented impact on train services. He reported that there had been significant infrastructure improvements undertaken over the Christmas period, including further studies on Platform 13&14 at Manchester Piccadilly to better understand the issues and how to improve the capacity of these platforms. Network Rail fully recognised the importance of small scale improvements for stations or infrastructure having significant long term gains for passengers.

The Committee impressed the need for train operators to fully understand the impact of their

poor performance on people's lives, and shared experiences of residents who had missed appointments, interviews and being awarded contracts all because of train delays. They urged that in addition to the impact on individual lives and businesses that the impact on the GM economy was also recognised.

A Member welcomed the re-introduction of Sunday Services and urged that consideration to services along the Rose Hill line be noted. She further reported particular infrastructure issues with Romiley Train Station due to rain water leakage. Northern reported that additional trains were planned for the Rose Hill line during 2020, and offered to investigate the reported maintenance concerns.

Members reported capacity issues with Transpennine Express services from Greater Manchester to Scotland, often attributed to overhead line problems. Transpennine Express reported that this was a hotspot area often affected by high winds, and work was currently underway to investigate the quality of the steel and if possible find improved solutions. Network Rail added that to improve services to Scotland, improvements to Piccadilly were vital and in support of this a further report on the potential for a platform 15&16 had been prepared for Government in September 2019 and was now awaiting comment.

A member reported that recent station access improvement works undertaken by Northern Rail at Hale Station were unfinished and ugly. Northern Rail offered to review this.

In response to information in the report regarding a 30% increase in staff sickness for Northern over the last period, Members felt that this was disproportionate and needed further explanation.

Members commented that having pacer trains on the network would be better than not enough capacity. In response to comments from Members, Northern agreed to consider whether to keep some pacer trains on over the transition period to minimise the disruption to passengers.

The Committee felt that the impact to driver training as a result of the delayed arrival of new trains was not acceptable as they had been anticipated for a long time. Transpennine Express explained that this impact was inevitable as there was a need for physical access to these trains in order to complete the 20 days of training required per person. Northern Rail added that they too had been required to undertake 11,000 training days over a 9 month period which was beyond the volume that would ever be planned, however only 1/3 of the programme now remained. The Chair added that at every stage of the introduction of new trains there had been delays, and this had compounded the impact on GM residents.

Members urged for the train operators to take some responsibility for the effect on passengers and that passing the blame was unacceptable. All operators acknowledged their responsibility, and reported that the manufacturers had also been held accountable by the Train Minister for the impact of these delays. To mitigate the detriment to passenger relations, all operators had also introduced a compensation scheme for season ticket holders. In addition the 'delay-repay' scheme allowed people who had to buy an alternative ticket as a result of a delay to be compensated.

Members of the Committee spoke on behalf of residents who had reported their experience of faceless, unsympathetic operators who had introduced fares yet brought about no improvements. They questioned as to whether operators were also facing financial penalties for their poor performance, and were informed that there was a well-established penalty regime (Schedule 8)

for service cancellations.

Members expressed their anticipation for improvements following the re-introduction of Sunday services, these would begin on the 26 January 2020.

A Member reported specific issues in relation to the aesthetic appearance of the station at Flowery Field and urged Network Rail to review the location of CCTV cameras to ensure they covered the ticket machines.

In respect of joint ticketing, Members urged that operators look to how they could improve passenger experience through tickets that are transferrable, both within rail and bus services.

Members reported serious concerns regarding the lack of investment in Stockport Train Station which was a hub for high numbers of services, and with some improved capacity could have a significant impact on the wider network. Northern Rail and TfGM both reported that the potential for Stockport Train Station was moving up the political agenda and work was already underway to look at how investment into Stockport could further improve capacity for Piccadilly.

Resolved /-

1. That the Rail Performance Report be noted.
2. That it be noted that following detailed conversations with the unions, from 26 January, Northern would be re-instating their Sunday services timetable.
3. That it be noted that Northern would review the water leakage problems at Romiley Train Station, and report back directly to Cllr Clark.
4. That it be noted that Northern would review the finish of the recent platform access improvements at Hale Station and report back directly to Cllr Evans.
5. That it be noted that Northern would discuss the delays to their new train introduction programme with the Chair in further detail after the meeting.
6. That it be noted that all train operators would forward details of their compensation schemes to Members of the GM Transport Committee.
7. That it be noted that Network Rail would review the status of the foliage and location of the CCTV cameras at Flowery Field Train Station and respond directly to Cllr Robinson.
8. That thanks be noted to Mark Angelucci, TfGM for all his work to support Friends of Stations across GM.

GMTC 08/20 BUS PERFORMANCE REPORT

Alison Chew, Interim Head of Bus Services introduced a report which informed Members of the performance of the bus network across GM during the period from December 2018 to November 2019. It detailed an overall decline in punctuality, however this was still above the national average. The subsidised network reported only 0.6% lost mileage and an upward trend in

passenger satisfaction.

In relation to shared ticketing across operators, a Member raised concern that tickets for services 98 and 71 were no longer transferable across Diamond and Go North West. Officers confirmed that his arrangement ended at the end of 2019 and were no longer interoperable, however System 1 products still allowed for travel across these operators.

A Member asked whether the passenger satisfaction levels included in the report could be broken down to commercial and subsidised services. Officers offered to look at how this, and the impact made from previous decisions for the network could be reported to Members in a way that drew out comparative data.

Members questioned whether the cost per person of the Our Pass scheme had been reviewed, and also whether there had been measures established to determine the success of the scheme. Officers reported that the take up of the scheme had been deemed a success, and within forecasted number, and that further metric information would be brought back for consideration by the Committee.

A Member reported specific issues in complaining to First, as a number of residents had received an acknowledgment to their complaint but then no response. First offered to look into the issues raised and report back.

Thanks were expressed to Brandon Jones, Head of External Relations at First for his work to improve services to Littleborough.

Resolved /-

1. That the Bus Performance Report be noted.
2. That TfGM review the format of the report to include comparative statistics from previous reports to evidence the impact of those decisions taken.
3. That a further report on the outcomes of the initial phase of the Our Pass scheme be brought back to the Transport Committee.
4. That it be noted that First would review comments made in relation to their complaints process and report back directly to Cllr Fielding.

GMTC 09/20 FORTHCOMING CHANGES TO THE BUS NETWORK

Nick Roberts, Head of Services & Commercial Development TfGM introduced a report that informed Members of the changes that had taken place to the bus network since the last meeting of the Committee, and any proposed consequential action to be taken by TfGM.

In relation to service 150, a Member reported that whilst works were being undertaken on the A57, operators were planning to cancel the route between Hyde and the Trafford Centre. Assurances were given from Stagecoach that once the works were completed, this service would be reinstated, and during the works, 9 additional vehicles would be in operation on other affected routes to mitigate the impact on passengers. The Chair added that TfGM had been asked to

review all service changes as a result of roadworks over the past 12 months to check that they had now been restored.

Members were concerned about the impact of the proposed withdrawal of service X41 to the residents of Ramsbottom. Transdev reported that the diversion of the X41 service to Ramsbottom began in April 2018, however, the service had not reached the required capacity to date, with an average of only 75 passengers per week. Alternatives had been provided for the remainder of the route, and residents from Ramsbottom could also use the Metrolink as an alternative.

In response to the planned withdrawal of service 130, Members of the Committee felt this was extremely disappointing and would have a significant impact on a number of communities. It was confirmed that the removal of the GM element of the route was a commercial decision as a result of a financial loss for the last couple of years. Arriva confirmed that they had introduced a series of measures to try and increase patronage, but to no avail. Members urged that options for this route were considered again, as the removal would significantly impact residents attending Macclesfield Hospital, particularly for breast screening appointments as the unit at Stepping Hill Hospital had been closed. Furthermore, there were now no evening services between Manchester and Cheadle.

A Member asked that when looking at the integration of the public transport network, that links to Metrolink were also considered when determining bus routes or changes as per the 130 service. In addition, information should be made available to Members as to how the frequency of a service had been impacted over time, i.e. reduced from 10 minute frequency to 20 minute frequency, but now proposing reduction to 30 minute frequency.

In relation to bus franchising, Members queried as to whether decisions in relation to service subsidies would be put on hold. Officers confirmed that a decision had been taken regarding the proposed future approach to bus services, however through this process flexibility would be required to ensure that commercial decisions could still be taken and supported by the wider network.

A Member reported concerns in relation to the consultation on service 403, as the Crompton ward had a large proportion of elderly residents. The suggestion of service 53 as an alternative was not suitable and further local consideration was required.

Oldham councillors had reported concerns regarding proposals to services 353 and 407 and felt that Local Link as an alternative was not sufficient as there would be many un-served areas, particularly the communities within Delph and Uppermill. Members urged that consideration was given to the terrain within these areas, and that 400m to the nearest bus stop was quite significant if up a steep hill. Furthermore, the planned timetable for the 356 service was not compatible with train services at Greenfield Station.

Resolved /-

1. That the changes to the commercial network and the proposals not to replace the de-registered commercial services as set out in Annex A be noted.
2. That action in respect of changes or de-registered commercial services as set out in Annex A be agreed.

3. That TfGM update Cllr Mortenson on any future options considered for the X41 service.
4. That TfGM review proposals for Service 130 within GM and report back directly to Cllrs Meller, Stogia and Clark.
5. That the proposed action is taken in respect of changes or de-registered commercial services as set out in Annex B subject to panel approval be agreed.
6. That the proposed changes to general subsidised services set out in Annex C be approved.
7. That TfGM review the proposals for Service 403, and report back directly to Cllr Sykes.
8. That TfGM discuss the proposals for Services 353 and 407 with the relevant Oldham Councillors.
9. That TfGM review the 356 timetable to ensure it fits will the Greenfield Train Station timetable.

GMTC 10/20 TRANSPORT AND CLIMATE CHANGE

Simon Warburton, Transport Strategy Director TfGM introduced a report which offered some scene setting for Members regarding the scale of the transport related actions that GM needed and take and influence to meet its ambition to be a carbon neutral city region by 2038. The report highlighted some of the key actions within GM's Five Year Environment Plan, including a significant transport modal shift, a majority of clean engine types and wider investment in public transport and active travel. However, GM were dependent on funding and support from Government in order to accelerate this provision and meet the challenge.

Members raised their concern that the Highways Agency were still not held accountable for their part in the clean air proposals for Greater Manchester, and urged for officers to continue to lobby Government to hold them to account. Officers reported that this had been high on their agenda throughout 2019, and there were plans to continue to lobby Government on a broader based climate change matters that went above and beyond the Clean Air requirements.

Members felt that this was an honest and helpful report as to the current status of carbon neutrality across GM, and impressed the need for urgent investment into the public transport network to encourage a stepped change in the culture of how we travel around the city region. In relation to this, Members urged for parallel work to be undertaken in the energy and building sectors to transform GMs carbon footprint. Officers agreed that transport alone could not meet the target for carbon neutrality, and therefore the Green City Partnership was key to its success.

With regards to the 2040 Delivery Plan, Members of the Committee asked for it to be reviewed in its entirety, as it was felt that the recommendations were not transformative enough, nor had there been significant evidence of action on the ground. In support of this, the spending review asks needed to be very robust as without confirmation of a Clean Air Fund, the support of Government remained uncertain.

Members questioned which roads comprised the Strategic Road Network, officers agreed to circulate further information on this.

In respect of electric vehicle charging points, Members asked for further information on current plans. Officers confirmed that there were currently 160 locations with dual headed points, however proposals within the Clean Air Plan include doubling the provision by 2025, which would be further supported by other EV charging networks.

Resolved /-

1. That the report be noted, in particular the scale of the challenge to reduce carbon emissions from transport for GM to meet its ambition to be a carbon neutral city-region by 2038.
2. That a future report as to how TfGM are moving forward on the climate change agenda be brought back to the Transport Committee.
3. That TfGM circulate further information as to which roads are included within the 'Strategic Road Network' with Members.

GMTC 11/20 STREETS FOR ALL AND MADE TO MOVE PROGRESS UPDATE

Nicola Kane Head of Strategic Planning, Insight and Innovation and Jonathan Marsh, Strategic Planning Manager TfGM introduced a report which provided an update on Greater Manchester's 'Streets for All', designed to tackle a range of issues through one single strategic approach. The culmination of 18 months' work with Local Authorities would be realised in the Streets for All strategic document which was planned to include a set of shared standards. This would be published in summer 2020.

Chris Boardman, GM Cycling and Walking Commissioner and Richard Nickson, Programme Director for Cycling & Walking TfGM, updated Members on the delivery to date of the 'Made to Move' report recommendations. The plans included 1,200m of network to be delivered in the next ten years in order to change the behaviour of residents, where currently 30% of their car journeys were less than 1km and 80% are less than 5km. The GMCA recognised that the urgency for delivery was significant and Leaders had asked for annual action plans to ensure the pace of delivery was maintained, with all Local Authorities having signed up to apply a shared set of standards to all developments within their boroughs.

A third of the network had already been designed, including 6 tranches of schemes being approved and now at varying stages of implementation. The delivery of the final stages of a Cycling and Walking paper for Government was due before the end of January 2020, which would demonstrate GM's strong case for future investment and the potential for delivery at speed.

In support of these ambitions, TfGM were reviewing their training programme to those who delivered cycling and walking schemes in order to speed up the process for delivery and further support the ambitions of the 2040 strategy to reach 1 million cycling or walking journeys per day.

Members commented that delivery on the ground was key as resident expectations for the cycling and walking network were high, and to enable this delivery, the ask of Government needed to be strong.

In respect of a pipeline of potential further projects, officers confirmed that there were a number

of schemes in the pipeline awaiting funding opportunities.

Members were disappointed to see that the road traffic incidents numbers had not reduced as significantly as anticipated, however were assured that a future strategy in partnership with Greater Manchester Police would give more traction to the issue.

Officers highlighted that by 2032 there would be 1 million children in Greater Manchester who deserved a network that ensured they could access other parts of GM safely and efficiently.

In relation to the proposal for a new bike hire scheme, Members asked whether there was a predicted modal shift in people wanting to cycle. Officers confirmed that they had reviewed 22 schemes from across the world, and lessons had been learnt from Mo-bike scheme to ensure that the design of any new scheme would be attractive to people across GM. Furthermore the potential for advertising revenue from such a scheme was being considered.

Resolved /-

1. That the report be noted, in particular the update on Greater Manchester's "Streets for All" approach; and progress in delivering the Cycling and Walking Commissioner's "Made to Move" report recommendations.
2. That a future report on the commercial operation models for Made to Move be brought back to the Transport Committee.

GMTC 12/20 EXCLUSION OF THE PRESS AND PUBLIC

That, under section 100 (A)(4) of the Local Government Act 1972 the press and public should be excluded from the meeting for the following items on business on the grounds that this involved the likely disclosure of exempt information, as set out in the relevant paragraphs of Part 1, Schedule 12A of the Local Government Act 1972 and that the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

GMTC 13/20 BUS ANNUAL PERFORMANCE REPORT - PART B

That the report be noted.

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Greater Manchester Transport Committee –

Draft Work Programme

March 2020 – April 2020

The table below suggests the Committee’s work programme from February to April 2020.

Members are invited to further develop, review and agree topics which they would like to consider.

The work programme will be reviewed and updated regularly to ensure that the Committee’s work remains current.

The key functions of the Committee are –

- **Accountability:** active and regular monitoring of the performance of the transport network, including the Key Route Network, the operation of the GM Road Activities Permit Scheme, road safety activities, etc as well as all public transport modes. This role will include holding service operators, TfGM, highway authorities and transport infrastructure providers to public account, and to recommend appropriate action as appropriate;
- **Implementation:** oversee the delivery of agreed Local Transport Plan commitments. This includes the active oversight of the transport capital programme, and decisions over supported bus services network to be made within the context of policy and budgets set by the Mayor and the GMCA as appropriate; and
- **Policy Development:** undertake policy development on specific issues, as may be directed by the Mayor and / or the GMCA

Friday 13 March 2020

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Rail operational focus	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Rail Performance – Quarterly Update	Bob Morris, TfGM	To provide an update on rail performance over the previous quarter. Rail Operators to attend	Accountability
	Network Rail Infrastructure	Network Rail	To provide an update on infrastructure improvements to the rail network.	Accountability
	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate. Bus operators to attend.	Implementation

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Strategic items	Travel Safe Partnership	Lucy Kennon, TfGM	Following the initial presentation in July 2019 – an update on the outcomes of the Travel Safe Partnership Governance Review.	Accountability, Implementation
	Mayoral Update	Andy Burnham, Mayor of Greater Manchester	Report from the Mayor in his role as GMCA Transport Portfolio Holder. To include Our Pass update.	Implementation
	Transport Capital Programme Update	Chris Barnes, TfGM	To receive an update for comment on the transport capital programme.	Implementation

Friday 17 April 2020

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Operational Focus	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate. Bus operators to attend.	Implementation
	Passenger Facilities Update	Howard Hartley, TfGM	To provide information on the latest developments in relation to bus services passenger facilities.	Implementation

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Strategic items	Sustainable Journeys	Stephan Rhodes, Anna Collins, TfGM	A report on initiatives to support a shift to more sustainable travel. To include the promotion of sustainable travel options to people moving into new homes and workplaces.	Policy development
	Passenger Satisfaction Report	David Sidebottom, Transport Focus	Report on the findings of the annual passenger surveys conducted by Transport Focus.	Accountability
	Customer Information	Sean Dyball and Rachel Hutchins, TfGM	An overview of the Customer Travel Information roadmap and key priority areas for the next 12 months for members to comment and give direction. To include an update on real-time bus information.	Implementation
	Road Traffic Enforcement	GMP and Road Safety Partnership	To discuss the criteria for the installation of speed cameras and future development of the network, and consider the measures in place to enforce penalties for the miss-use of bus lanes.	Implementation

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Greater Manchester Transport Committee

Date: 21 February 2020

Subject: Transport Network Performance

Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

This report provides an overview of Transport Network Performance in Greater Manchester for December 2019.

RECOMMENDATIONS:

Members are asked to note the contents of the report.

CONTACT OFFICERS:

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Risk Management – not applicable

Legal Considerations – not applicable

Financial Consequences – Revenue – not applicable

Financial Consequences – Capital – not applicable

Number of attachments included in the report: 2

- Appendix A: Glossary
- Appendix B: Metrolink Performance

BACKGROUND PAPERS: Nil

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?		None
GMTC	Overview & Scrutiny Committee	
Not applicable	Not applicable	

1 OVERVIEW

- 1.1 The Greater Manchester Transport Committee has a key role to oversee the provision of transport services including the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network on behalf of residents, businesses and visitors. The Committee also oversees the move towards the Our Network vision for an integrated transport network for Greater Manchester, as set out in the 2040 Transport Strategy.
- 1.2 This network performance report covers performance across all transport modes in Greater Manchester during December 2019.

2 OVERALL NETWORK PERFORMANCE SUMMARY

- 2.1 There were increased delays on the highway network throughout early December due to seasonal effects of the weather, reduced daylight hours and changes in travel behaviour associated with the approaching festive season. During December term time traffic volumes in and around the regional centre were on average 4% above typical levels.
- 2.2 The impact that seasonal changes in travel behaviour have on the highway network are evident in the traffic count data. While volumes during the AM peak on Fridays were up to 11% below the term time average, it is noted that they were up to 11% above typical on weekdays during the inter-peak and 18% above typical during the PM peak. In addition, weekend traffic volumes were consistently above average peaking at 16% above typical term time levels. Between Christmas and New Year traffic volumes during the AM peak were half the typical.
- 2.3 The disruption to the operational capacity of the network during a period of increased demand for travel has had a detrimental effect on journey times and journey time reliability. Bus performance has shown a downward trend, reflecting the effects on the highway network. This again improved at the end of December when volumes reduced.
- 2.4 Metrolink performance improved in terms of both punctuality and operated mileage in the period. A detailed quarterly report on Metrolink is submitted separately.

- 2.5 Both PPM and On-time performance for Northern and TPE have declined significantly period-on-period and compared to the corresponding period in 2018/19. The week of the December timetable change was the worst performance since the May 2018 timetable change. This mirrors national train operator performance, although nationally, declines have been less pronounced.

3 NETWORK OVERVIEW

Events

- 3.1 Evening football fixtures and incidents on the SRN have impacted on the highways network with additional traffic coming into the Regional Centre during the PM peak which puts additional traffic on to a network operating at near to capacity. The Christmas Markets and seasonal shopping has increased the volume of traffic in the regional centre when compared to the typical average volume.
- 3.2 Flooding impacted parts of the region, resulting in traffic avoiding the effected areas, spreading the disruption to the highway network.

Metrolink

- 3.3 Metrolink Network performance is published on the TfGM.com website, with individual line performance shown in addition to the overall network (APPENDIX B).
- 3.4 Metrolink performance has improved on previous months in terms of both punctuality and reliability ending the period just below targets.
- 3.5 A more detailed quarterly report on Metrolink performance is submitted separately.

Rail

- 3.6 In Period 10 (8th December – 4th January), Northern's PPM improved to 74.4% on last period, however this remains lower in the same period last year, were PPM was at 83.1%. For TPE, PPM slightly improved from 57.9% (P09) to 61.7% in P10, similar to Northern's PPM this is down on last year, were PPM was 82.8%. The period on period improvements in performance is by no means positive for the two TOC's, performance is still well below the already reduced Network Rail defined target.

- 3.7 Northern had an increase in the number of cancelled services in the period, with 10.2% of North Manchester trains either fully or part cancelled. Northern short formations decreased overall, with 17.1% of services in north Manchester short formed.
- 3.8 TPE experienced significantly higher numbers of cancellations across its business, with 1,352 services cancelled in the period, most of these on its North service group. Although this is an improvement on the last period, this is largely due to TPE's further amended timetable, with an additional 20 services being taken out until 31 January, 2020. Outside of the reporting period the IR issues impacting Sunday services have been resolved.
- 3.9 Network Rail infrastructure delay remain static but external delay has fallen dramatically in the period, due to a reduction of both weather and trespass related incidents.
- 3.10 Whilst the December timetable change on 15 December 2019 saw some 'bedding-in' issues, around staff and unit allocations, this year's change was adversely affected by on-going crew availability, due to driver training and a spike in late-notification sickness.
- 3.11 In addition to this, the week experienced unprecedented, daily disruptive incidents, causing substantial delay and cancellations. These included; a derailment of a Northern train leaving Ardwick depot, power failure near Poynton, ram-raid attack at Wigan North Western station, unit failure at Piccadilly on platform 13, threatened assault on Northern staff at Victoria, which resulted in staff refusing to work on safety grounds and a signalling failure at Salford.
- 3.12 These all resulted in the worst week of performance since the start of both Northern and TPE's franchises.
- 3.13 The ongoing issues around Sunday rest day working at Northern have significantly impacted rail services within GM, with Northern pre-planning an average 92 service cancellations every Sunday across Greater Manchester, with a further average of 90 trains per Sunday having been cancelled since 25 August, 2019 (this figure is not exclusively caused by driver availability).
- 3.14 The scheduled removal of Pacer trains from Greater Manchester services is ongoing, Northern have been granted formal dispensation until 31/05/20. By which all Pacers must be removed from the GM network.

Since the start of the year all Pacers must be coupled with a compliant Passenger Reduced Mobility unit.

Bus

- 3.15 Bus performance reflected traffic volumes and journey time reliability on the highway network overall. Service delivery problems continue to be reported on Diamond's services in Bolton, which continue to be raised with the operator as a priority and addressed through contract management procedures where appropriate.

Highways

- 3.16 Seasonal impacts such as darker morning and nights, inclement weather including heavy flooding on both the SRN and KRN and an increase in traffic volumes, combined with roadworks, special events have led to more traffic congestion throughout the month of December.
- 3.17 The MSIRR Regent Road / Water Street Phase 2 works which required the closure of Hampson and Middlewood Street impacted on traffic on the Salford Corridor.

4 NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	A	90%	89.9%	S
Metrolink Reliability	A	99%	98.7%	S
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	R	81.1%	74.4%	W
Northern Reliability (CaSL)*	R	xx%	9.3%	W
Northern Right Time	R	xx%	45.6%	W
TPE Punctuality (PPM)	R	84.0%	61.7%	W
TPE Reliability (CaSL)	R	7.7%	26.3%	W
TPE Right Time*	R	xx%	32.0%	W
Network Rail Delay Minutes	R	31,822	33,909	W
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	98.0%	I
Commercial Bus Service Reliability	G	97.0%	97.8%	S
Subsidised Bus Service Reliability	G	97.0%	99.0%	I
Network Bus Overall Punctuality	R	80.0%	74.2%	W
Commercial Bus Overall Punctuality	R	80.0%	73.5%	W
Subsidised Bus Overall Punctuality	G	80.0%	83.4%	I
Network Bus Regularity	R	97.0%	95.0%	I
Commercial Bus Regularity	R	97.0%	95.0%	I
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	87.0%	I
Highways Level of Delay (Average)	A	30.0%	39.9%	I
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Aug '19)	R	568	620	I
<i>* TfGM assumed targets set, to be finalised at a later date.</i>				

See Appendix A for glossary.

Reporting Periods: 1 – Period 10 (08 December to 04 January 2020)
2 – December 2019

Trend key: W = Worsening, S= Stable, I = Improving

Glossary

Measure	Description	RAG thresholds
Metrolink Punctuality	Percentage of trams departing less than two minutes late.	GREEN if equal to or above 90% RED if less than 90%.
Metrolink Reliability	Percentage of planned miles operated.	Target for 2019 is 99%. RED if less than 97%. AMBER if 99% - 97%. GREEN if 99% or above.
Northern Punctuality (PPM)	PPM = Public Performance Measure. The percentage of services arriving at destination (having called at all scheduled stops) within 5 minutes of the planned arrival time.	GREEN if equal to or above the target. RED if below target.
Northern Reliability (CaSL)	CaSL= Cancelled and Significant Lateness. % of services part/fully cancelled or arriving at their destination later than 30 minutes after scheduled arrival time.	No industry targets set. RED if trend is worsening over consecutive periods. AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
TPE Reliability (CaSL)	CaSL= Cancelled and Significant Lateness. % of services part/fully cancelled or arriving at their destination later than 30 minutes after scheduled arrival time.	Target for Period 9 is 11.9%. RED if above target. AMBER if equal to target. GREEN if below target.
TPE Punctuality (PPM)	PPM = Public Performance Measure. The percentage of services arriving at destination (having called at all scheduled stops) within 10 minutes of the planned arrival time.	GREEN if equal or above the target. RED if below target.
Northern Right Time	% of recorded station stops where the train arrived less than one minute later than its advertised time.	Target for Period 9 is 49.3%. GREEN if above or equal to target. RED if below target.
TPE Right Time	% of recorded station stops where the train arrived less than one minute later than its advertised time.	No industry targets set. RED if trend is worsening over consecutive periods.

Measure	Description	RAG thresholds
		AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
Network Rail Delay Minutes	Total number of Train Operator Delay minutes attributable to Network Rail.	GREEN if equal to or below the target. RED if above target.
Bus Service Reliability	Scheduled Service Reliability – measured by the percentage of observed bus departures from a given location compared to the service provision promised to the public.	GREEN if equal to or above the target. RED if below target.
Bus Overall Punctuality	Scheduled Service Punctuality – measured by the percentage of ‘on-time’ observed bus departures from a given location. The definition of an on-time departure is one which is between 60 seconds early and 5 minutes and 59 seconds late, inclusive.	GREEN if equal to or above the target. RED if below target.
Bus Regularity	Frequent Service Regularity – measured by the percentage of occasions where the gap between services is either over 2 times the service headway, or 10 minutes, whichever is the larger number. Service Regularity encapsulates both the reliability and punctuality aspect of a frequent service.	GREEN if equal to or above the target. RED if below target.
Highways Journey Time Reliability (JTR)	% of highway journeys completed within an ‘acceptable journey time’, defined as the typical journey time +25%.	GREEN > = 90% AMBER 80-90% RED < 80%
Highways Level of Delay (Average)	The difference between the typical journey time (median) and the optimum journey time (5th percentile) during the peak period.	GREEN < 30% AMBER 30-50% RED >= 50%

Measure	Description	RAG thresholds
Killed & Seriously Injured (KSI)	Number of people killed or seriously injured on GM roads.	<p>GREEN if equal to or below the annual forecast projection.</p> <p>RED if above forecast.</p> <p>(DfT developed a forecast for KSI casualties, as part of the Road Safety Strategy. This forecast (based on a central projection) was for a 40% reduction in KSI casualties by 2020 against a 2005-09 baseline. For GM this was no more than 550 KSI per year casualties by 2020.)</p>

Metrolink Performance Network Summary

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between:

09 December 2019 until 04 January 2020

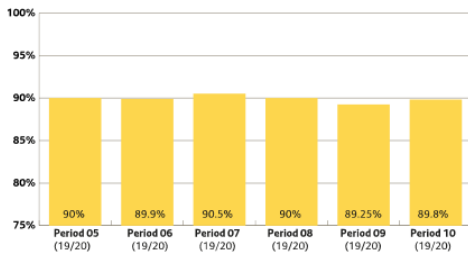
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

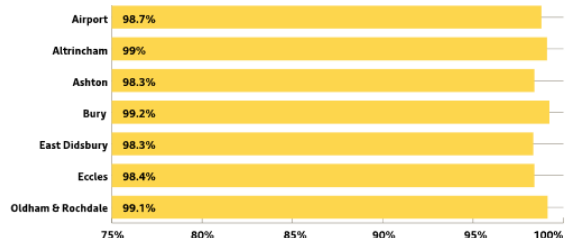
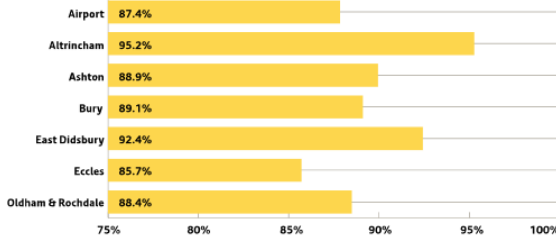
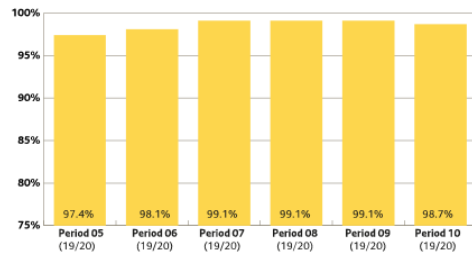
89.9%



Reliability

Percentage of planned miles operated.

98.7%



Cancellations

Journeys cancelled.

0.95% of all planned journeys.



Short journeys

Incomplete journeys.

0.48% of all planned journeys.

Issued on 17 January 2020



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by
KEOLIS amey
Metrolink

GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 21 February 2020

Subject: A Better Deal for Bus Users

Report of: Alison Chew, Interim Head of Bus Services, TfGM

PURPOSE OF REPORT

On 6 February, Department for Transport (DfT) announced further details and guidance on the £220m committed to transform bus services which was announced last autumn, including mechanisms for local and combined authorities to bid for funds.

This report outlines the funding streams within the Better Deal for Buses programme, and the proposed approach for Greater Manchester's submission for funding for Supported Bus Services.

RECOMMENDATIONS:

Members are asked to:

1. Note Greater Manchester's intention to submit a statement of intent to DfT for £1,589,489 for supported bus services;
2. Note the approach and bidding criteria which have been developed to inform the Statement of Intent to DfT, which is planned for submission subject to approval by the Chief Executive of the GMCA and TfGM, in consultation with the Mayor, Portfolio Holder for Finance and Chair of the Greater Manchester Transport Committee (GMTC), in accordance with the timescales set out by Government; and
3. Note that a further report will be submitted to a future GMTC meeting on other opportunities for Greater Manchester to apply for funding as part of the Better Deal for Bus Users programme.

CONTACT OFFICERS:

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Equalities Implications: n/a at this time

Climate Change Impact Assessment and Mitigation Measures – n/a

Risk Management: n/a

Legal Considerations: n/a

Financial Consequences – Revenue:

£1.590m in in 2020-21, could be extended over two years. Potential ongoing revenue implications if the services funded are not commercially sustainable.

Financial Consequences – Capital: n/a

Number of attachments to the report: n/a

Comments/recommendations from Overview & Scrutiny Committee

None

BACKGROUND PAPERS:

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?		n/a
GM Transport Committee	Overview & Scrutiny Committee	
n/a	n/a	

1 BACKGROUND

- 1.1 On 30 September 2019, the Chancellor announced a package of £220 million of funding 'to transform bus services in England'. This included a range of measures, including a National Bus Strategy for England, 'Superbus' networks, Britain's first all-electric bus town and better passenger information.
- 1.2 On 6 February 2020, Department for Transport (DfT) announced further details and guidance on the funding opportunities, including mechanisms for local and combined authorities to bid for funds.
- 1.3 This report outlines the details and processes around the various funding opportunities and the proposed way forward for Greater Manchester, in line with our strategic objectives, Our Network principles and Greater Manchester's vision for bus.
- 1.4 Further to this, on 11 February, the Prime Minister announced £5 billion of new funding to 'overhaul bus and cycle links for every region outside London'. Details of these programmes will be announced in the upcoming National Bus Strategy, to be published later this year at the Comprehensive Spending Review.

2 STRATEGIC CONTEXT

- 2.1 The Greater Manchester 2040 Transport Strategy sets out our ambition for bus services. We need a joined-up transport network, with simple fares and ticketing, that puts the passenger first and guarantees the best value ticket for their journey. It should be modern and accessible, with a consistent experience for passengers across all services, and everyone should be able to use it.
- 2.2 Bus travel needs to be recognised as an important part of the transport mix, contributing to Greater Manchester's strategic objectives – to enable 50% of all journeys to be made by sustainable transport modes by 2040 and to achieve carbon neutrality by 2038.
- 2.3 Building on this, bus forms a vital part of Our Network, Greater Manchester's ambitious plan for the next ten years to have a truly integrated public transport system, so that getting around the city-region is easy, accessible and affordable.
- 2.1 TfGM financially supports and manages the subsidised bus network on behalf of the GMCA. The subsidised network (16.4% of overall mileage) is provided with a budget of £27.6 million (2019/20). In recent years, considerable pressure has been placed on the budget for subsidised bus services, limiting TfGM's ability to maximise accessibility and meaning funding has to be prioritised where the best value is obtained, to ensure it is used efficiently and to the greatest benefit.
- 2.2 It is essential that the proposals put forwards reflect the wider vision for Greater Manchester and contribute to our strategic objectives, as well as meeting a number of other criteria; these are detailed in section 4.

3 A BETTER DEAL FOR BUS USERS FUNDING

3.1 The fund is divided into four workstreams

- £30m revenue funding for supported bus services for local authorities/Mayoral Combined Authorities, of which GM has been allocated up to £1,589,849;
- £50m fund for the first all-electric bus town or city;
- Up to £70m for 'Superbus' networks; and
- £20m Rural Mobility Fund for on-demand services.

3.2 Details of these funds are set out below.

Supported Bus Services

3.3 £30 million of revenue funding in 2020-21 has been made available to all upper tier authorities (counties, metropolitan areas and unitary authorities) outside London to improve existing services, replace lost links or introduce new services or extensions.

3.4 Authorities need to complete statements of intent in order to receive their funding allocation from the £30 million; each authority has been allocated an amount based on past supported mileage, with GMCA eligible for £1.590m (the largest amount allocated to any area).

3.5 Funding will be made as a single payment in 2020-21, however there is scope to allocate financial support over more than one year if needed to reach a sustainable level.

3.6 The Government expects this funding to be used to improve the provision of local bus services in their area in one or more of the following ways:

- To improve current local bus services - for instance increasing evening or weekend frequencies, or supporting additional seasonal services in tourist areas;
- To restore lost bus routes where most needed to ensure people have access to public transport services;
- To support new bus services, or extensions to current services, to access e.g. new housing, employment opportunities, healthcare facilities etc.

3.7 DfT guidance requires statements of intent to demonstrate that the authority has consulted all of the area's MPs and indicate 'the extent to which it meets the intended approach meets their aspirations'. Statements are also required to provide evidence of engagement with the public either directly or through existing transport strategies.

All-Electric Bus Town

- 3.8 £50 million is available for local transport authorities outside London to develop one or more all-electric bus town or city, enabling an entire place's bus fleet to be converted to full electric, or capable of operating in electric, zero-emission mode.
- 3.9 Funding is based on the same model as used for the Ultra-Low Emission Bus fund, whereby a successful application would receive 75% of additional cost of an electric vehicle and associated charging infrastructure. The base cost and 25% of the funding would need to be met locally.
- 3.10 Authorities need to define a distinct area with a significant air quality challenge, in order to demonstrate the potential impact of a wholesale fleet conversion.
- 3.11 Authorities receiving Clean Air Fund funding can also bid for this funding, for one or more area, although only one could be funded
- 3.12 Bids should be developed in close partnership with all bus operators in the area, with operators committed to the proposal, including the level of investment they are likely to need to contribute and a 5-year minimum commitment to run an electric fleet in the specified area.
- 3.13 As Greater Manchester is working to develop a Clean Air Plan, including proposals for a GM-wide Clean Air Zone, further work will be required to identify areas investment could best align with the city region's objectives around improving air quality and reducing carbon emissions.

'Superbus' Networks

- 3.14 These pilots are packages of schemes combining to increase bus patronage in a defined area, particularly ones which suffer significant levels of deprivation, focussing on 3 key priorities: comprehensive network of bus priority measures, fare caps and increased service frequencies.
- 3.15 Up to £70 million is available for both capital and revenue spending. DfT anticipate funding up to three places, with at least £10m of funding each.
- 3.16 Successful bids will be able to demonstrate a clear way forward to sustain long-term outcomes and benefits beyond the funding period. Pilot schemes can be no longer than 4 years from the point that funding is awarded.
- 3.17 Close co-development with operators is essential to the success of pilot schemes. It will be a condition of funding that the relevant outcomes of the pilot scheme are included in a statutory Enhanced Partnership under the Bus Services Act 2017, with a duration of at least 5 years.

Rural Mobility Fund

- 3.18 £20m is available over 4 years to trial new or improved on-demand services in rural and suburban areas, with the aim of providing services which better meet residents' needs than traditional, timetabled bus services, as well as identifying barriers and potential solutions to address the sustainability of Demand Responsive Transport.
- 3.19 Schemes could be new or enhanced services which should improve access to education, employment, healthcare and enable greater social inclusion.
- 3.20 More mature projects which could start promptly could be fast-tracked for support.
- 3.21 Bids will not be accepted from local authorities which have received, or are due to receive funding, from the Transforming Cities Fund (TCF) through the Future Mobility Zones (FMZ) programme.
- 3.22 Greater Manchester applied for £32m of FMZ funding support a four-year programme of activity. A decision on the outcome of this bid is expected soon.

Submission Deadlines

- 3.23 There are two deadlines for submission:

Supported Bus Services:

- 3.24 The deadline for submission of the statement of intent is **13 March 2020** if funding is to be made available to spend from April. DfT have indicated they intend to respond within two weeks of receipt.
- 3.25 If this date is unattainable, the latest date for submission is **26 June 2020**, after which point the funding may not be provided. Deferring to this date would delay the receipt of the funding.

Electric Bus Town, 'Superbus' and Rural Mobility Fund:

- 3.26 The three funding competitions will use a two-phase application process, with initial expressions of interest to be submitted by 30 April 2020. Shortlisted bids are expected to be announced by the end of May, with final proposals submitted summer/autumn 2020. Authorities are expected to fund phase 1 bids; for phase 2, funding is being made available to support business case co-development with DfT.
- 3.27 Further work is required on the funding competitions to consider whether they are applicable to Greater Manchester; a follow-up report will be submitted to a future GMTC meeting.

4 PROPOSED APPROACH TO THE STATEMENT OF INTENT

- 4.1 At the meeting of the GMCA on 14 February, it was agreed that Greater Manchester submits its statement of intent as early as possible, to ensure the funding is available to spend from April, subject to approval by the Chief Executive of the GMCA and TfGM, in consultation with the Mayor, Portfolio Holder for Finance and Chair of the GMTC.
- 4.2 Bus services are vital to residents of Greater Manchester, with three out of four public transport journeys made by bus. Continued commercial de-registrations means this funding is more vital than ever, and should be unlocked at the earliest opportunity, whilst also ensuring the best value for money is achieved and the proposal aligns to GM's strategic objectives.
- 4.3 The statement of intent must outline how Greater Manchester will use the funding and demonstrate that it will meet the needs of local people and stakeholders. The guidance specifically refers to engaging with local MPs, residents, local bus users (and non-bus users) and bus operators. Notwithstanding this, it is important to note that this is a relatively small amount of one-off funding in 2020/21, with which it is intended to deliver benefits across each district of GM, therefore there is a limit to the scope and scale of interventions which can be delivered.
- 4.4 To effectively manage this process and ensure that the routes/service interventions with the best outcomes are included in the submission, weighted assessment criteria have been developed to inform the bid. The primary consideration is to demonstrate that the interventions which receive funding are those that meet the Government's objectives to provide enhanced, restored or new links, as noted in section 3.6, yet will also become commercially sustainable in the longer term, or there is the reputational risk of them being withdrawn in the following financial year. The criteria also take into account value for money, deliverability and alignment with Greater Manchester's strategic objectives, vision for bus and 'Our Network' principles as set out in section 2.
- 4.5 The criteria fit into 4 broad categories, which are outlined in more detail below, in order of priority and relative weighting:
1. Commercial sustainability: as noted above, it is important that those services with the most potential to become commercially sustainable after the funding period are prioritised, to avoid unduly raising customer expectations or else committing TfGM to long-term revenue support for services which would otherwise not be provided by the subsidised services budget on the grounds of affordability. This will be scored against indicators such as estimated cost per passenger and how many additional peak vehicles would be required.
 2. Strategic fit: this will ensure interventions align with 'Our Network' and network proposals developed under TfGM's assessment of a proposed bus franchising scheme, and how each will meet the overall funding objectives as outlined in sections 3.6 and 3.7.

3. Social inclusion: analysis of demographic information will be undertaken to assess how well potential interventions might help serve those areas of deprivation more reliant on public transport for access to key services/facilities.
 4. Alignment with network planning principles: interventions will be scored against their contribution to the principles outlined in TfGM's assessment of a proposed bus franchising scheme: comprehensive, direct, simple, frequent, reliable and integrated services.
- 4.6 An initial list of interventions will be developed using intelligence from previous customer and stakeholder contact. There will also be engagement with neighbouring authorities and with local operators to try and identify those services/journeys which could become commercial following a period of 'kickstart' funding. It is intended that a range of different types of interventions are considered, for example, earlier morning/late evening journeys to accommodate shift workers, extensions/diversions to new trip attractors and enhanced Sunday services.
 - 4.7 These measures will be scored against the criteria to determine a shortlist of priorities, which will then be reviewed for their deliverability, affordability within the funding envelope and the extent to which the overall package would deliver a broad degree of geographic balance.
 - 4.8 There is a risk that the availability of this funding as an alternative source to the subsidised services budget may lead to an expectation that it will be used to replace future commercial journey withdrawals. TfGM could potentially opt to preclude any such services from consideration; or only consider them if evidence was provided that demonstrated intervention was both appropriate and warranted.
 - 4.9 Each MP will be contacted directly to engage them in the process, to inform them of the criteria being adopted and the shortlist of potential interventions in their constituencies.
 - 4.10 Consideration could also be given to implementing the funding in tranches, whereby some 'quick wins' are identified for the 13 March deadline, to be delivered from April, with the remainder of funded interventions implemented later in the year, to allow more time for engagement, to align with future service change dates, and to take account of any seasonal variations in demand. This would also avoid a potentially large number of short-notice service registrations being required.

5 RECOMMENDATIONS

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

Alison Chew

Interim Head of Bus Services

GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 21 February 2020

Subject: Forthcoming Changes to the Bus Network - Part A

Report of: Alison Chew, Interim Head of Bus Services, TfGM

PURPOSE OF REPORT

- i. To inform Members of the changes that have taken place to the bus network since the last Greater Manchester Transport Committee meeting, in addition to report on consequential action taken or proposed by Transport for Greater Manchester; and
- ii. To seek guidance from Members on proposed Transport for Greater Manchester action.

RECOMMENDATIONS:

Members are asked to:

1. note and comment as appropriate on the changes to the commercial network and the proposals not to replace the de-registered commercial services as set out in Annex A;
2. agree that no action is taken in respect of changes or de-registered commercial services as set out in Annex A;
3. agree that no proposed action is taken in respect of changes or de-registered commercial services as set out in Annex B; and
4. approve the proposed changes to general subsidised services set out in Annex C.

CONTACT OFFICERS:

Alison Chew	Interim Head of Bus Services	0161 244 1726 alison.chew@tfgm.com
Nick Roberts	Head of Services & Commercial Development	0161 244 1173 nick.roberts@tfgm.com

Equalities Implications – n/a

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 included in the report: main report only

BACKGROUND PAPERS:

- Forthcoming Changes to the Bus Network report to the Greater Manchester Transport Committee, 11 October 2019.

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?		N/A
GM Transport Committee	Overview & Scrutiny Committee	
N/A	N/A	

1. INTRODUCTION/BACKGROUND

- 1.1 The Transport Committee considers all 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 Transport 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 Committee.
- 1.4 The governance process that leads up to the reporting to the Transport 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 Operational Service Planning and Network Performance departments.

2. 2019/20 BUDGET SUMMARY

2.1 The summary provides the current position on the 2019/20 Subsidised Bus Services budget for the 9-month period to 31 December 2019.

	Year to date - December 2019				Budget 2019/20 £000
	Actual £000	Budget £000	Variance £000	Variance %	
General Network Costs					
General Bus Services	13,579	13,564	(15)	(0.1%)	19,505
Local Link	1,840	1,753	(87)	(5.0%)	2,335
Shuttles	1,562	1,605	44	2.7%	2,129
Sub-Total General Network	16,981	16,922	(59)	(0.3%)	23,969
Schools Services Costs	10,088	10,148	60	0.6%	13,895
Total – Subsidised Services costs	27,069	27,070	1	0.0%	37,864
General Network Income					
General Bus Services	2,518	2,424	95	3.9%	3,230
Local Link	261	221	40	18.3%	294
Shuttles	699	778	(79)	(10.1%)	1,031
Sub-Total General Network	3,479	3,423	55	1.6%	4,555
Schools Services income*	4,269	4,317	(47)	(1.1%)	5,709
Total – Subsidised Services income	7,748	7,739	8	0.1%	10,264
Net Cost - Subsidised Services	19,320	19,330	9	0.0%	27,600

* Includes Our Pass grant income

3. CHANGES TO COMMERCIAL SERVICES (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. Details of the proposed actions are also provided.

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 Annex A, presents no financial implications.

6.2 Annex B, financial implications are noted in Part B of the agenda.

6.3 Annex C, financial implications are noted in Part B of the agenda.

7. RECOMMENDATIONS

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

Alison Chew

Interim Head of Bus Services

SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

ANNEX A

The Committee is requested to note the following changes to commercial services:

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ticketing)	Comments/TfGM officer recommendations
OM	81 Oldham – Derker	First Manchester	Withdrawal of morning peak journeys: from Derker at 0605, 0645, 0705 & 0725 on weekdays and 0630, 0705 & 0735 on Saturdays and from Oldham at 0626 and 0706 on weekdays.	20/04/2020	Metrolink provides a frequent service from Derker towards Oldham, Shaw, Rochdale and Manchester. However, the Metrolink stop does not serve the whole of Derker. Proposed service 402 would commence from Derker at approximately 0730 on weekdays and 0830 on Saturdays.		As noted elsewhere in this document, journeys which TfGM has subsidised since October 2019 (Monday to Saturday PM peak and Sunday daytime) are recommended for withdrawal due to low usage. First Manchester has advised average patronage of 2.48 passengers on the affected trips.

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ticketing)	Comments/TfGM officer recommendations
BY	482 (Irwell Line) Rawtenstall – Ramsbottom – Walmersley – Bury	Transdev Rosso	The previously proposed change, introducing new service 482 between Bury, Walmersley, Ramsbottom & Rawtenstall, did not occur from the proposed effective date, due to the continuation of service X41.	26/01/2020	n/a	n/a	Service 482 was to be a partial replacement for the proposed withdrawal of service X41, which has continued to run on a revised timetable. No TfGM action proposed at this stage.
	X41 (Red Express) Accrington – Ramsbottom – Prestwich – Manchester	Transdev	Service X41 was proposed for withdrawal but has continued to run on a revised timetable from the effective date. The service operates the same times but with the exception of two morning and two afternoon journeys that now operate 'Fast' route via Rochdale Road.	26/01/2020	n/a	n/a	No TfGM action proposed at this stage.

SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

ANNEX B

The Committee is requested to agree that no action is proposed regarding the changed or de-registered services detailed in Annex A:

SIGNIFICANT CHANGES TO THE SUBSIDISED NETWORK

ANNEX C

The Committee is invited to consider officers’ proposals on the following services:

Dist	Service, route and operator	TfGM officer comments and recommendations
<p>MR SD</p>	<p>10 Manchester - Brookhouse Arriva North West</p>	<p>At the GMTC meeting of 11 October 2019, Members approved the route extension, of the daily evening journeys beyond Peel Green to serve Brookhouse, through the subsidised budget until 18th April 2020.</p> <p>Despite publicity conducted by the operator in October 2019, a review of the patronage data obtained shows very low usage. As TfGM has a limited sample of data, Officers recommend a contract extension to October 2020. In addition, Officers recommend the implementation of a promotional campaign, involving a door to door leaflet drop and posters, to encourage better use of the evening service.</p> <p>Members are asked to approve a 6-month extension of the contract with effect from 19 April 2020.</p> <p>There will be no impact on the Subsidised Services Budget.</p>
<p>WN</p>	<p>22A Wigan – Golborne – Newton-le-Willows - Warrington Warrington’s Own Buses</p>	<p>Subsidised Service 22A operates every hour Monday to Saturday evenings and on Sundays/Bank Holidays.</p> <p>Officers recommend the withdrawal of the Sundays/Bank Holidays 2152 journey from Newton-le-Willows and the 2219 journey from Wigan due to the low number of passengers.</p> <p>Recent surveys have shown the following:</p> <p>A total of 4 passengers were carried on the 2152 journey from Newton-le-Willows. Of those passengers, 3 were unique passengers.</p> <p>A total of 7 passengers were carried on the 2219 journey from Wigan. Of those passengers, 3 were unique passengers.</p> <p>Members are asked to approve the above recommendation for the withdrawal of the 2152 journey from Newton-le-Willows and the 2219 from Wigan with effect from 19 April 2020.</p> <p>There will be no impact on the Subsidised Services Budget.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
SD	<p>73</p> <p>Clifton – Salford Shopping Centre – Ordsall – Salford Quays</p> <p>Diamond Bus North West</p>	<p>The subsidised Monday to Saturday day-time service 73 was revised during MSIRR works.</p> <p>This service will revert to its original timetable and route.</p> <p>Members are asked to note that Service 73 will revert to its original timetable and route with effect from 20 April 2020.</p> <p>There will be no impact on the subsidised services budget.</p>
SD	<p>74 75</p> <p>Salford Shopping Centre – Irlams o’th’Height</p> <p>Diamond Bus North West</p>	<p>The Monday to Friday 0905 journey from Salford Shopping Centre on Service 75 was curtailed at Whit Lane, returning to Salford Shopping Centre as the 0920 journey on service 74 during MSIRR works.</p> <p>This journey will revert to its original timetable and route.</p> <p>Members are asked to note that the Monday to Friday 0905 journey from Salford Shopping Centre will revert to its original route with effect from 19 April 2020.</p> <p>There will be no impact on the subsidised services budget.</p>
SD	<p>79</p> <p>Swinton – Salford Shopping Centre – Salford Quays - Stretford</p> <p>Diamond Bus North West</p>	<p>In response to local Councillors’ request for a Sunday/Bank Holiday daytime service to serve the Duchy Estate, Officers recommend the introduction of short 79 hourly journeys operating between Salford Shopping Centre and Irlams o’th’ Height.</p> <p>The subsidised Monday to Saturday day-time service was revised during MSIRR works. Service 79 will revert to its original timetable and route.</p> <p>Members are asked to approve the above recommendation for the introduction of short 79 journeys on Sunday/Bank Holiday daytime with effect from 19 April 2020.</p> <p>Members are asked to note that Service 79 will revert to its original timetable and route with effect from 19 April 2020.</p> <p>The impact on the subsidised services budget is detailed in Part B of this report.</p>

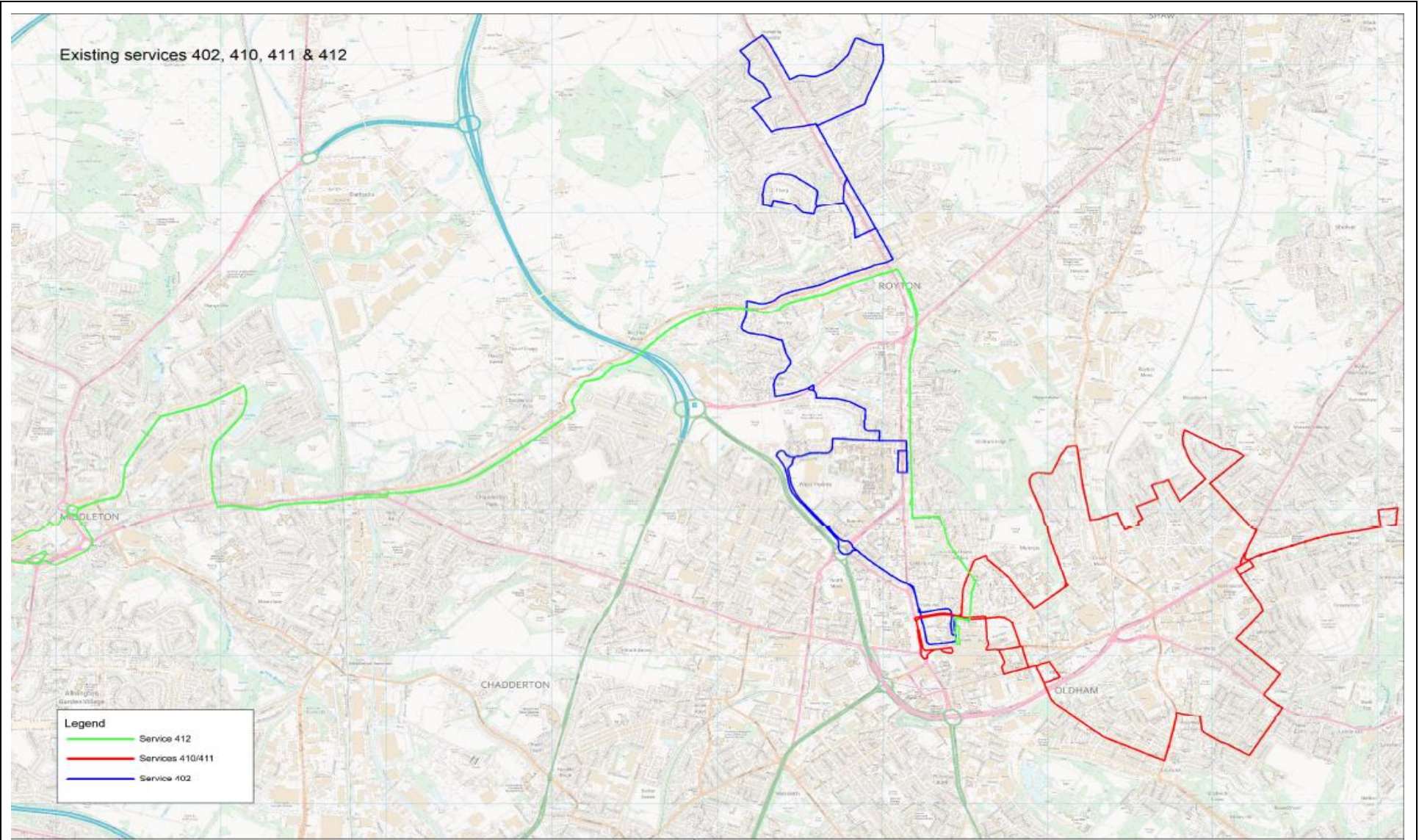
Dist	Service, route and operator	TfGM officer comments and recommendations
MR OM	81 (Derker) - Oldham – Moston – Manchester Stagecoach Manchester	<p>First Manchester provides a half hourly daily daytime service on service 81, during the evening links are maintained by an hourly service, subsidised by TfGM and operated by Stagecoach Manchester.</p> <p>Following a change to the daytime timetable in October 2019 a gap has existed between the daytime and evening service from Oldham towards Manchester – from 1826 to 2108 on weekdays and from 1743 to 2114 on Saturdays.</p> <p>Officers have moved resources from services 425 and 426 to introduce new Monday to Saturday trips at 1908 and 2008 from Oldham.</p> <p>Members are asked to note the introduction of the above journeys, operating on Mondays to Saturdays, with effect from Monday 27th January 2020.</p> <p>There will be no impact on the subsidised services budget.</p>

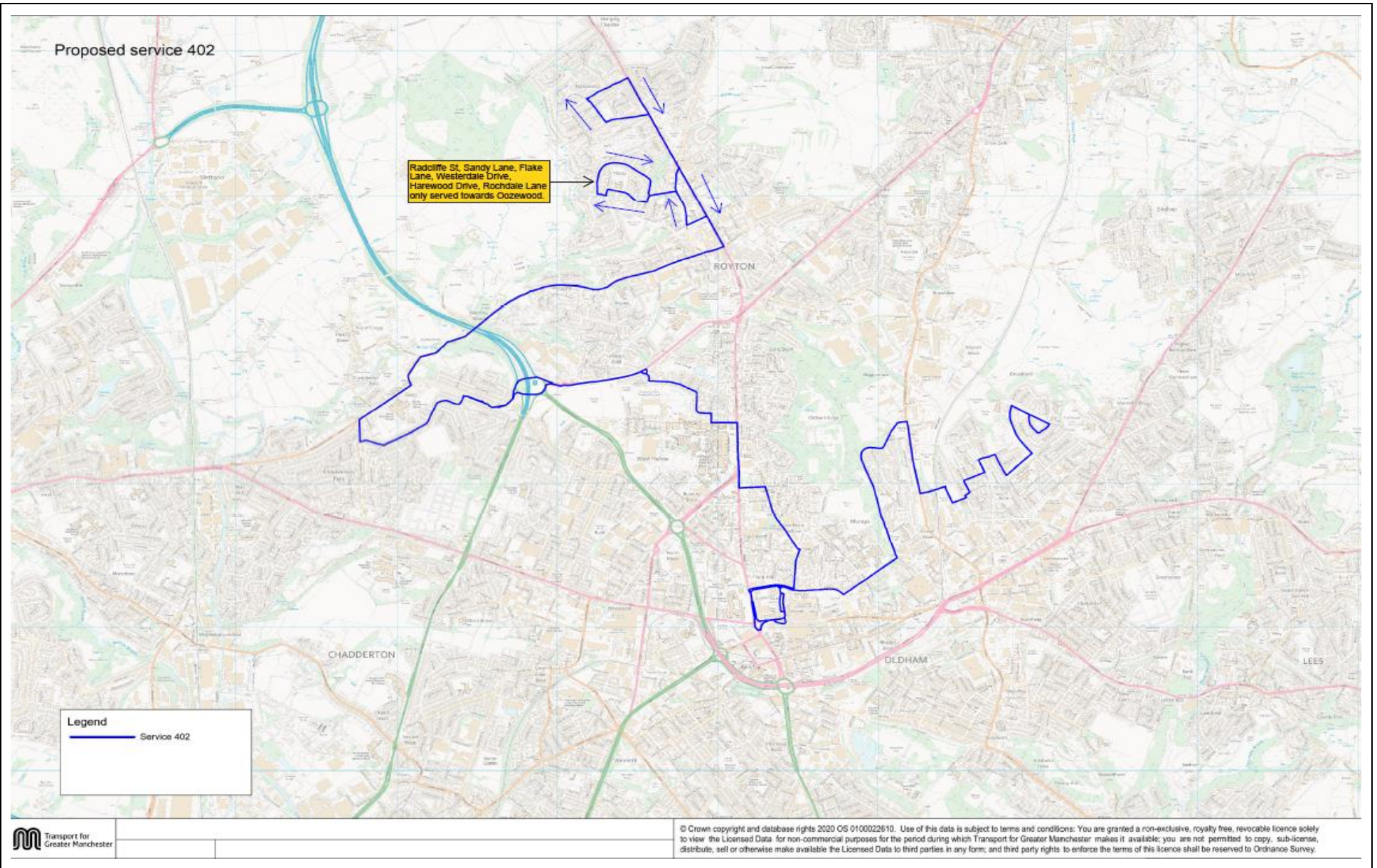
Dist	Service, route and operator	TfGM officer comments and recommendations
OM	<p>81 Derker – Oldham First Manchester</p>	<p>TfGM has subsidised a Monday to Saturday evening peak and Sunday daytime service since First Manchester curtailed their service 81, to no longer run between Derker and Oldham, in October 2019.</p> <p>At that time TfGM Officers revised the routes of daytime off-peak services 410 & 411 to cover more of Derker, maintaining links to Oldham town centre during the daytime.</p> <p>In the later evening, TfGM continued to subsidise through journeys on service 81 to Derker.</p> <p>Survey data relating to the months of November and December 2019 shows extremely low usage on the Monday to Saturday evening peak and Sunday daytime journeys – on average 1.58 passengers per trip.</p> <p>As part of the wider proposal to replace services 410 and 411 officers propose the withdrawal of these daytime journeys, to be replaced by a completely revised service 402 running hourly during Monday to Saturday daytime and every two hours on Sunday daytime.</p> <p>The late evening service 81 would continue to run between Oldham and Derker.</p> <p>Further details of the proposals to change services 402, 410 & 411 are shown elsewhere in the document.</p> <p>Members are asked to approve the above recommendation to withdraw subsidised daytime journeys on service 81, to be partly replaced by revised service 402, with effect from Sunday 19th April 2020.</p> <p>The financial implications of this proposal are shown in Part B.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
ST	<p>375</p> <p>Mellor – Marple – Hawk Green – Stockport</p> <p>Stagecoach Manchester</p>	<p>Service 375 provides an hourly Monday to Saturday daytime service between Mellor and Stockport, operating as a TfGM subsidised service between Mellor and Marple then extending commercially to Stockport since 2014.</p> <p>The current contracts for the operation of this service end in April 2020. Officers recently issued tenders for the continued operation of this service, with a revised route operating between Mellor, Marple and Hyde, and unfortunately the best prices received represented a significant increase over the expiring contract which would have proved unsustainable due to the extremely high cost per passenger.</p> <p>Consequently, Officers reissued the contracts, reducing the service to operate between Marple and Mellor only, in the hope this would bring costs within an acceptable level. Unfortunately, while this action did result in a lower price than the initial tender and marginally lower than the expiring contract, it still resulted in an extremely high cost per passenger which would make the service unsustainable.</p> <p>Subsequently a Demand Responsive Local Link service will be introduced to offer access to the network where there are no alternatives (see Marple, Mellor and Hawk Green Local Link below)</p> <p>Members are asked to approve the above recommendation to withdraw subsidised service 375, to be partly replaced by a new Local Link service, with effect from Sunday 19th April 2020.</p> <p>The financial implications of this proposal are shown in Part B.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
OM	<p>402 Oldham – Royal Oldham Hospital – Royton – Oozewood – Thornham Circular</p> <p>410 & 411 Oldham – Higginshaw – Derker – Waterhead – Roxbury – Glodwick Circular</p> <p>412 Oldham – Coldhurst – Royton – Mills Hill – Boarshaw – Middleton</p> <p>Replaced with:</p> <p>402 Derker – Higginshaw - Oldham – Coldhurst - Royal Oldham Hospital – Elk Mill Retail Park – Chadderton Hall Park – Royton – Oozewood</p> <p>Operator TBC</p>	<p>Monday to Saturday daytime services 402, 410 & 411 have operated as subsidised services, for over 25 years. In April 2015 the services were each reduced from operating every 30 minutes to operate hourly. In October 2019, services 410 and 411 were revised to maintain off-peak links from Derker to Oldham, links which were lost when First Manchester’s service 81 was curtailed to run between Manchester and Oldham only.</p> <p>TfGM has subsidised the daytime service 412 since April 2016. Previously, the service was provided commercially by First Manchester, generally every 90 minutes. TfGM has subsidised the evening and Sunday service for many years.</p> <p>The current contracts for the operation of these services end in April 2020. Officers recently issued tenders for the continued operation of these services and unfortunately the best prices received represented a significant increase over the expiring contracts which would have proved unsustainable due to the extremely high cost per passenger.</p> <p>Consequently, Officers reissued the contracts, removing lightly used first and last journeys on service 402 and reducing service 412 to operate during the daily daytime, every 90 minutes, in the hope this would bring costs within an acceptable level. Unfortunately, this action still resulted in a significant increase over the expiring contracts, which again would have proved unsustainable due to the extremely high cost per passenger.</p> <p>Following the second tender round Officers carried out a further review of these services, highlighting areas that did not have alternatives close by and considering how these areas may be served within existing financial resources.</p> <p>The proposed response is to completely revise existing service 402 to cover elements of services 402, 410, 411 & 412. This proposal reduces overall vehicle resource from 4 buses to 2 buses but keeps the overall annual price similar to the current price.</p> <p>On average, the current service 402 carries 13.81 passengers per trip, approximately 70% of whom are along the route retained by service 402. Services 410 & 411 carry 9.51 passengers per trip, approximately 30% of whom are on the section of route covered by proposed service 402. Service 412 carries 5.39 passengers per trip, approximately 80% of whom are on the section of route covered by proposed service 402.</p> <p>While the new service 402 would only cover 30% of the routes of services 410 and 411 the majority of the route is within 400 metres of alternative services and surveys show that 80% of passengers use these</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>services to access Oldham Town Centre, links which will still be possible on alternative services.</p> <p>The majority of roads which become unserved across services 402, 410, 411 and 412 have an alternative service within 400 metres, the exceptions being Cambrian Way in Royley (service 402) and short sections of Waterloo Street and Roundthorn Road (services 410 and 411).</p> <p>Thornham (service 402) is served by frequent service 409 along Rochdale Road or hourly service 408 along Thornham Road. Westhulme Way is served by hourly service 159 and a section of Chadderton Way is served by service 182 (which does not serve Oldham).</p> <p>Waterhead (services 410 & 411) is served by service 350 every 30 minutes, Greenacres is served by service 80 (also every 30 minutes), Roxbury is close to frequent services 84, 180 and 184 along Lees Road and 425 along Glodwick Road with service 425 also serving Glodwick.</p> <p>Service 12 maintains links between Middleton and Boarshaw (service 412) and frequent service 59 maintains links between Middleton, Mills Hill and Oldham.</p> <p>Links from Middleton, Boarshaw and Mills Hill to Royton, Royal Oldham Hospital and Oldham would be lost as part of this proposal. Surveys show approximately 18% of passengers on service 412 travelling along this section of route (on average 0.97 passengers per trip).</p> <p>The proposed service 402 would operate every hour Monday to Saturday and every two hours on Sunday daytime and provide new direct links from Derker to Royal Oldham Hospital and from Oldham Town Centre to the Elk Mill Retail Park.</p> <p>Members are asked to approve the above recommendation to revise service 402 to include elements of services 410, 411 & 412, including the introduction of a two hourly Sunday daytime service, with effect from Sunday 19th April 2020.</p> <p>The financial implications of this proposal are shown in Part B.</p>





Dist	Service, route and operator	TfGM officer comments and recommendations
OM	<p>425 Oldham – Holts Estate Stagecoach Manchester</p>	<p>First Manchester provides a frequent daytime service (every 10/12 minutes Monday to Saturday and every 30 minutes on Sunday). On Monday to Saturday evenings TfGM subsidises an hourly service which is operated by Stagecoach Manchester.</p> <p>Following changes to the daytime service there is some overlap between the daytime and evening service. Therefore, Officers have withdrawn the first subsidised trips (from Oldham at 1922 and Holts at 1923) with resources transferred to fill the gap between the daytime and evening service between Oldham and Manchester on service 81.</p> <p>On Mondays to Fridays alternative trips will operate at 1902 and 2022 from Oldham and at 1925 from Holts and on Saturdays alternative trips will operate at 1925 from Oldham and at 1918 from Holts.</p> <p>Members are asked to note the removal of the first evening subsidised trips on service 425, where alternatives exist close by, allowing resources to be transferred to the evening service 81 between Oldham and Manchester, with effect from Monday 27th January 2020.</p> <p>There is no impact on the subsidised services budget.</p>
OM	<p>426 Oldham – Fitton Hill Stagecoach Manchester</p>	<p>First Manchester provides a 20 minute Monday to Saturday daytime and 30 minute Sunday daytime service with TfGM subsidising an hourly daily evening service which is operated by Stagecoach Manchester.</p> <p>Following changes to the daytime service there is now only a 7 minute gap between the last daytime and first evening journey on Mondays to Saturdays. Therefore, Officers propose the withdrawal of the first subsidised journey at 1947 with resources transferred to fill the gap between the daytime and evening service between Oldham and Manchester on service 81.</p> <p>An alternative journey operates 7 minutes earlier, departing Oldham at 1940.</p> <p>Members are asked to note the withdrawal of the first evening subsidised trip on service 426, where an alternative exists close by, allowing resources to be transferred to the evening service 81 between Oldham and Manchester, with effect from Monday 27th January 2020.</p> <p>There is no impact on the subsidised services budget.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
SD	Salford Local Link Nexus Move	<p>This service currently operates from 8am to 6pm, Monday to Saturday, and 9am to 5pm on Sunday. It covers Salford, Ellesmere Park, Irlam O' Th' Height, Ordsall and Salford Royal. Patronage has been declining for a number of years on this service. Recent surveys show that only 8% of trips are made for employment purposes and 19% for hospital trips. The remainder are for social, leisure or religious purposes with ten passengers making 65% of the journeys. Most of these journeys can be made by public transport, albeit some journeys require a change and walks in rare cases of up to 1km. However, the majority of walking connections are under 0.6 km. All these ten passengers are concessionary travellers, of which eight are over the age of 70 which would make them eligible for the Ring and Ride service.</p> <p>Extension prices were sought for continuation of the same service or with reduced provision, however the cost per passenger was too high to warrant any further extension.</p> <p>Members are asked to approve the withdrawal of the Salford Local Link service with effect from Sunday 19th of April, 2020.</p>
BN	Bolton Combined Local Link Telecars	<p>This service operates Monday to Friday, 06:30 to 20:00. The average cost per passenger is extremely high. Recent surveys show that 42% of trips are made for employment, 16% for leisure, and 10% for health. 51% of all trips made in the last 12 months were made by passengers over the age of 70 which would make them eligible for the Ring and Ride service. At least 26% of the most common journeys can only be made by public transport involving walks of over 1km and in some cases, 2km.</p> <p>There has been some promotion of this service through the sustainable journeys team and generic TfGM social media activity however the service has not achieved the levels of patronage to make it sustainable.</p> <p>Members are asked to approve the withdrawal of the Bolton Combined Local Link service with effect from Sunday 19th of April, 2020</p>
SK	Marple, Mellor and Hawk Green Local Link Operator TBC	<p>This service will serve Marple centre and railway station, Mellor and Hawk Green. The service will run 7am to 7pm, Monday to Saturday but not on Bank Holidays. Customers can use concessionary passes (half fares for regular concessions and free for concession plus) and System One bus products. We are introducing this service to partially address the gap left by the withdrawal of service 375.</p> <p>Members are asked to approve the introduction of the Marple, Mellor and Hawk Green Local Link from Monday 20th of April, 2020</p>

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Greater Manchester Transport Committee

Date: 21 February 2020

Subject: Metrolink Quarterly Performance Report

Report of: Daniel Vaughan, Chief Operating Officer, TfGM

PURPOSE OF REPORT

Provide an overview of the operational performance of Metrolink services.

RECOMMENDATIONS:

Members are asked to note the performance of Metrolink services.

CONTACT OFFICERS:

Daniel Vaughan	Head of Metrolink	0161 244 1519 daniel.vaughan@tfgm.com
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Victoria Mercer	Metrolink Service Delivery Manager	0161 244 1737 victoria.mercer@tfgm.com
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Risk Management – n/a

Legal Considerations – n/a

Financial Consequences – Revenue – n/a

Financial Consequences – Capital – n/a

Number of attachments included in the report: 2

- Appendix 1: Period date listing
- Appendix 2: Metrolink Performance

BACKGROUND PAPERS:

- Metrolink Annual Performance Report – 11 October 2019

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?		N/A
GMTC	Overview & Scrutiny Committee	
N/A	N/A	

1 ABOUT METROLINK

- 1.1 Metrolink is the largest urban light rail network in the UK. It provides a fast, frequent service which is fully accessible to all, running 7 days a week, 364 days of the year.
- 1.2 The Metrolink network is owned by TfGM and is operated on TfGM's behalf through a contract with KeolisAmey Metrolink (KAM).
- 1.3 The network uses high-floor trams with raised platform stops and currently carries over 45 million passengers each year.
- 1.4 There are currently 120 trams serviced from two depots with 103 required to operate the weekday morning peak service.
- 1.5 Trams service 93 stops covering routes totalling just under 100 Km. When the Trafford Park Line opens in 2020, an additional 6 stops will open, and the network will expand to cover 102.5 km. Metrolink is the most accessible of the public transport networks in Greater Manchester, providing step free access to all stops.

2 QUARTERLY PERFORMANCE SUMMARY

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period through to 04 January 2020, with a focus on the quarter covering period 8 (13 October 2019) through to period 10 (04 January 2020).
- 2.2 Metrolink continues to grow, with 45.5 million trips recorded on the network for the 12-month period leading up to the end of December 2019, an increase of 2.7 million trips compared to the equivalent period in December 2018 (42.8 million trips).
- 2.3 January 2020 marks the one-year anniversary of the introduction of the six-minute service on the Ashton line, with patronage on the reaching the highest point since 2017 in December 2019.
- 2.4 98.9% of scheduled miles were operated during the 12 months to December 2019 against a performance target of 99.4%, with target being missed for period 8, period 9 and period 10 (13 October through 04 January 2019).
- 2.5 Punctuality on the network was 90.4% for the rolling 12 months to December 2019 against a target of 90%. Performance was below target in period 9 and period 10, as a result of road traffic collisions, signal failure and driver availability.
- 2.6 Vehicle availability was adversely affected by road traffic collisions, which continue to impact on longer term vehicle availability. 6 vehicle collisions were recorded in period 8 and a further 2 occurred in period 9. Work is continuing through a vehicle availability

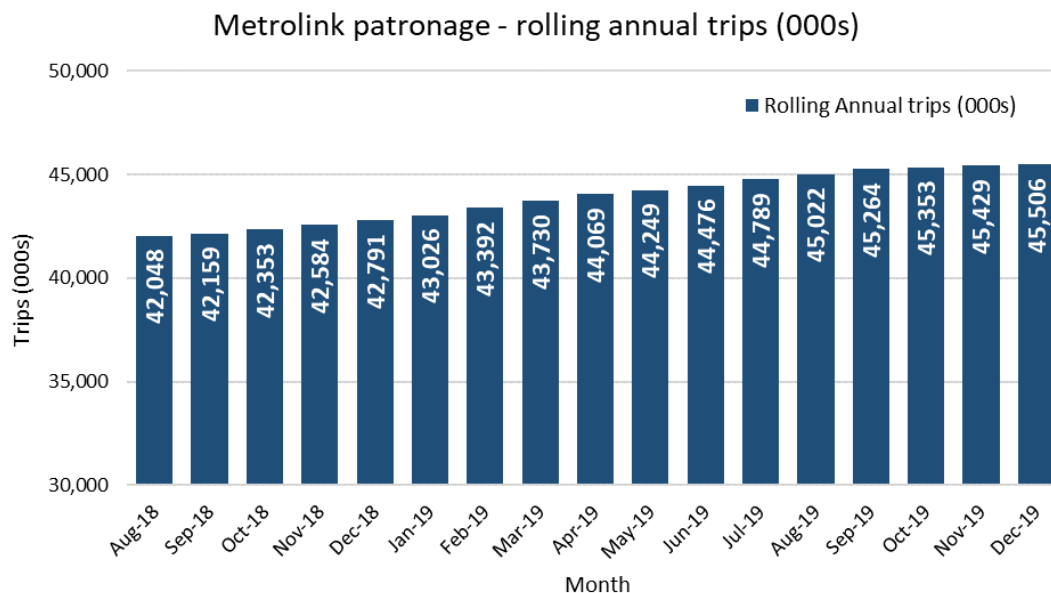
improvement plan to review the processes regarding vehicle repair and implement and identified efficiencies.

- 2.7 A system wide network control failure on the 23rd October 2019 (period 8) caused significant disruption to services on the network. Although services recommenced within 30 minutes of the failure, a number of lines were adversely affected for the majority of the day. TfGM has started a procurement exercise to renew the core network control infrastructure.
- 2.8 GMP's Transport Unit launched on 18 November. The team provides both overt and covert operations covering bus, tram, road and supported the Christmas Metrolink service enhancement, with resource on the tram services later into the evening in the run up to Christmas. This has been well received by both customers and staff.
- 2.9 Recorded incidents of crime and anti-social behaviour on the network increased by a significant amount in November (to 181 incidents), but then decreased significantly in December 2019 (105) to the lowest number of incidents recorded since November 2018. Incidents of crime and ASB will be monitored closely in the forthcoming months to establish whether this reduction is sustained following the introduction of the GMP Transport Unit.
- 2.10 A number of high-profile crime incidents took place on the network during the year. Work continues in partnership with KAM, TfGM and GMP to address crime and anti-social behaviour on the network.
- 2.11 The number of recorded customer contacts remained at around the annual average (11,000) for periods 9 and 10, having reduced significantly in period 8. The average number of customer contacts per 10,000 journeys decreased to 326 from 460 contacts per 10,000 journeys in period 5 through period 7. A reduction in queries regarding ticketing was the major contributor to this reduction in contacts.
- 2.12 The volume of customer complaints has also reduced significantly over duration of period 8 through period 10. The number of complaints has returned to a similar level recorded prior to the introduction of contactless payment on the network (period 4, June 2019 circa 500 complaints).
- 2.13 KAM continues to drive social value through the Metrolink contract, with an improved approach to environmental management, engagement with schools and youth groups as well as 28 new apprentices and trainees from diverse backgrounds across Greater Manchester. More than 40% of procured products and services are now sourced within a 25-mile radius of Greater Manchester.
- 2.14 Work continues at pace to ensure that the Trafford Park Line is ready for operational service. The line is scheduled to open to passengers in April 2020 initially operating between Cornbrook and the Trafford Centre, opening fully to Crumpsall by the end of the calendar year 2020, and will benefit from the phased introduction of 27 new trams from Summer 2020 and throughout 2021.

3 PATRONAGE

3.1 Patronage measures the number of trips that are being made on the network.

3.2 The rolling annual patronage to the end of December 2019 was circa 45.5 million trips, with the annual target of 45 million trips reached in August 2019.



3.3 The network has continued to see significant growth which is in the region of 2.7 million trips higher than the equivalent 12-month period to the end of December 2018.

(12 months to December)	2015	2016	2017	2018	2019
Metrolink Patronage (000 trips)	33,400	37,000	40,800	42,800	45,500

3.4 Year on year there has been a healthy patronage increase on all lines, as the demand for additional capacity continues to increase across the network. However, further patronage growth on some lines is constrained by available capacity.

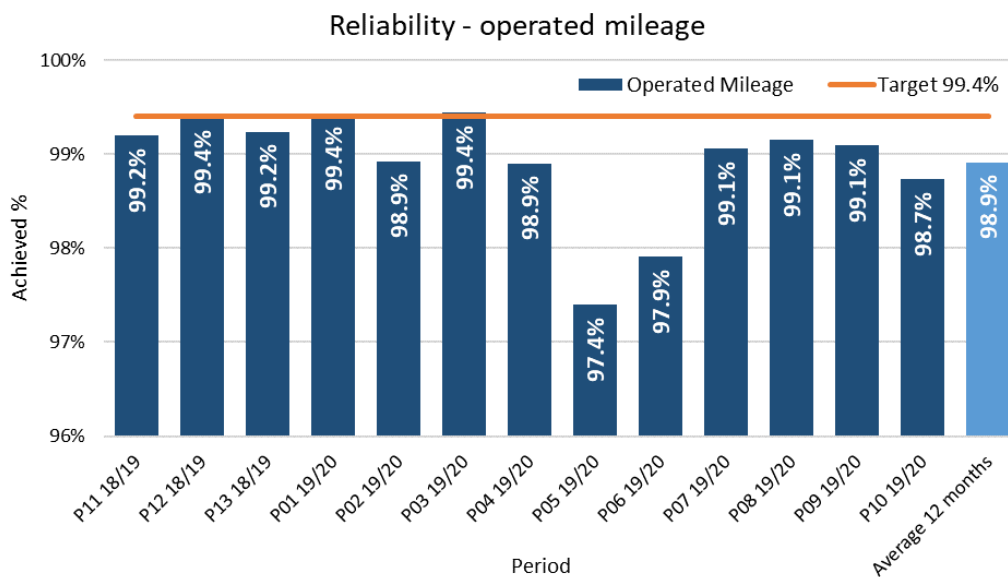
3.5 Quarter 3 (October through to December) represents the busiest quarter on the transport network in Greater Manchester. Approximately 12 million trips were made on Metrolink network during this period, an increase of 300,000 trips on Period 3 2018/19 when 11.7 million trips took place.

3.6 January 2020 marks the one-year anniversary of the introduction of the six-minute service on the Ashton line with rolling annual patronage in Q3 (October – December) 2019/20 reaching 2.7 million.

4 OPERATIONAL PERFORMANCE

Reliability

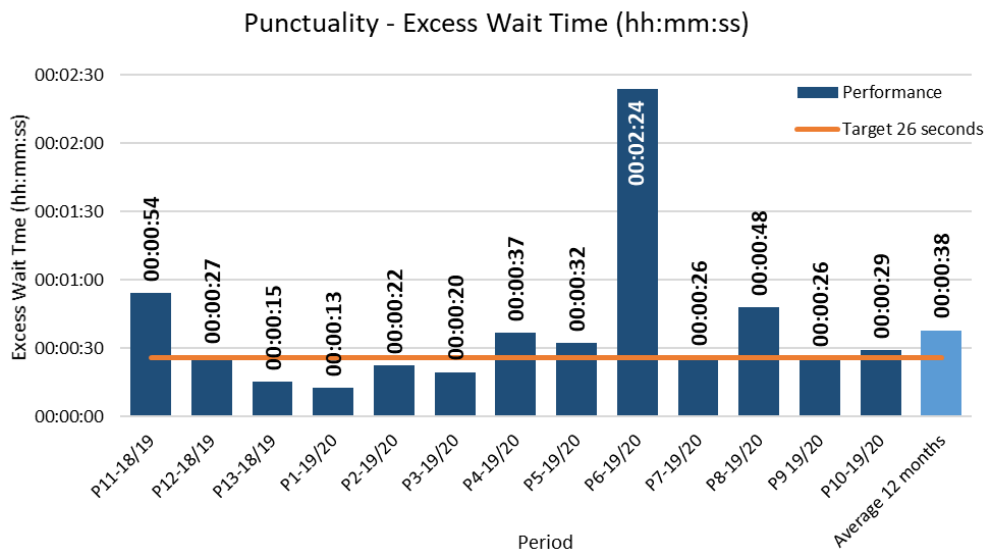
- 4.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated versus the number of scheduled miles.
- 4.2 A miles operated target of 99.4% was set for the year 2019/20, with the annual average reliability measure being missed by 0.5% on a rolling 12 months basis.



- 4.3 Although network reliability improved significantly from period 5 and period 6 19/20, performance in period 8 through period 10 continued to fall short of the annual target. A combination of factors influenced operational shortfalls during these periods, including:
- Vehicle availability issues in period 8 as a result of side skirt failures and road traffic collisions
 - Signal failures at Victoria, a road traffic collision with a pedestrian, and driver availability issues in period 9.
 - Road traffic collision with a cyclist, driver availability issues on 3 dates over the Christmas period, and a number of minor vehicle faults in period 10.
- 4.4 KAM has undertaken an organisational restructure in Period 9 and period 10 introducing 6 Network Incident Officer roles, and 9 Driver Team Managers to improve operational performance
- 4.5 In 2018, pedestrian movements in and around the Christmas markets impacted on the service reliability in the City Centre. Work was undertaken to plan and improve the interface with MCC for the safe management of pedestrians throughout the Christmas Markets, with no reports on any service disruption as a result of the markets being in place in 2019. Further requirements and proposed improvements will be taken forward into planning for Christmas 2020.

Punctuality - Excess Wait Time

- 4.6 Excess Wait Time (EWT) is a measure of punctuality. It is the average time passengers wait over what would have been expected if the service was running exactly as scheduled. For Metrolink, Excess Wait Time will be 3 minutes +x seconds for 6 minute, or 6 minutes +x seconds for 12-minute service frequency.
- 4.7 The EWT average performance for the 12 months to December 2019 was 38 seconds, significantly skewed by performance in period 6 and period 8 19/20, and period 11 2018/19.

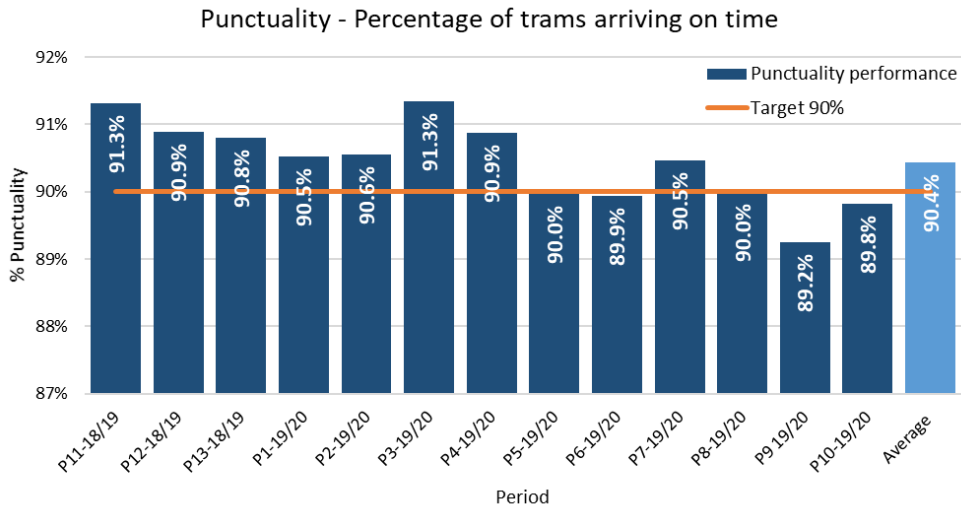


- 4.8 The impact of a tram pantograph fault resulting in OHLE repair was the significant underlying influence in the period 6 performance result. Removing this outlier from the figures would result in an EWT annual average of 29 seconds.
- 4.9 A network control failure on the 23rd October 2019 (period 8) caused significant disruption to services on the network. Although services recommenced within 30 minutes of the failure, a number of lines were adversely affected for the majority of the day. Additional contributing factors during the period included 6 road traffic collisions.
- 4.10 EWT in period 9 19/20 hit the performance target of 26 seconds, with period 10 performance missing the target by 3 seconds. Significant events contributing to this delay included a tram fault at Droylsden on 12/12/19, a points failure at Rochdale 10/12/19 and driver sickness and absence during December 2019.

Punctuality - Percentage of trams operating to time.

4.11 TfGM also reports on the percentage of trams arriving at stops within the 6- or 12-minute service frequency. This measure is reported publicly on the tfgm.com website and broken down on a line by line basis (see Appendix 2).

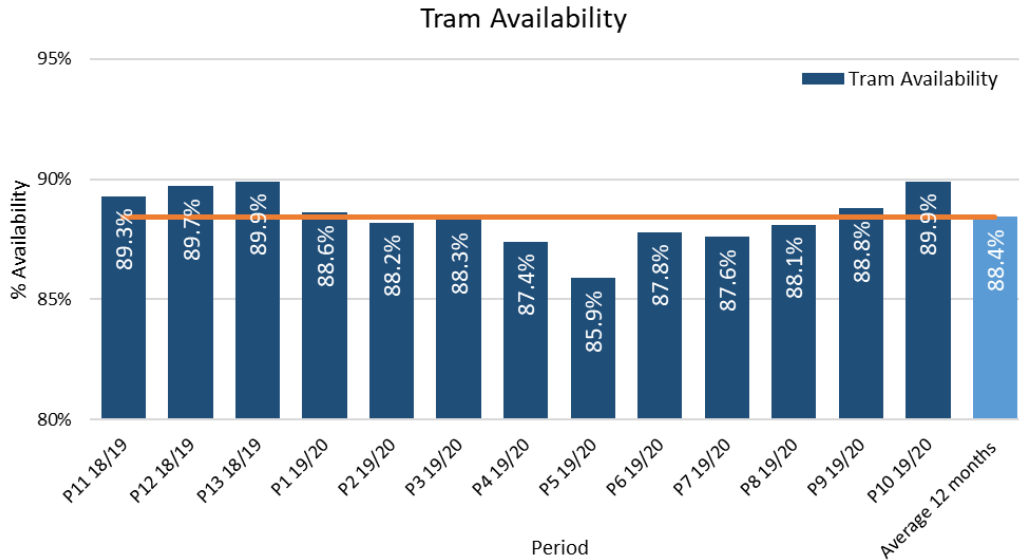
4.12 The annual average punctuality performance covering the 12 months (13 periods) between January and December 2019 was marginally better than the 90% performance target at 90.4%.



4.13 Although period 8 was challenging in relation to Excess Wait time, the 90% performance target was achieved. Punctuality performance fell short of target on 14 days in both period 9 and period 10, with a points failure to Victoria having the biggest impact on punctuality in period 9 and driver availability due to sickness and absence being a significant contributor in period 10.

Asset reliability - Trams

4.14 Tram availability shows the percentage of the fleet that has been available during each period.



4.15 33 service affecting vehicle failures were reported in Period 8, 34 in Period 9 and 30 in Period 10 against an annual average of 32 failures.

4.16 Contributing factors in period 8 included 4 side skirt failures whereby components were loose or defective; damage to axle bearings in period 9 requiring work with Bombardier to determine the root cause, and minor operational failures to wiper blades and mirrors in period 10.

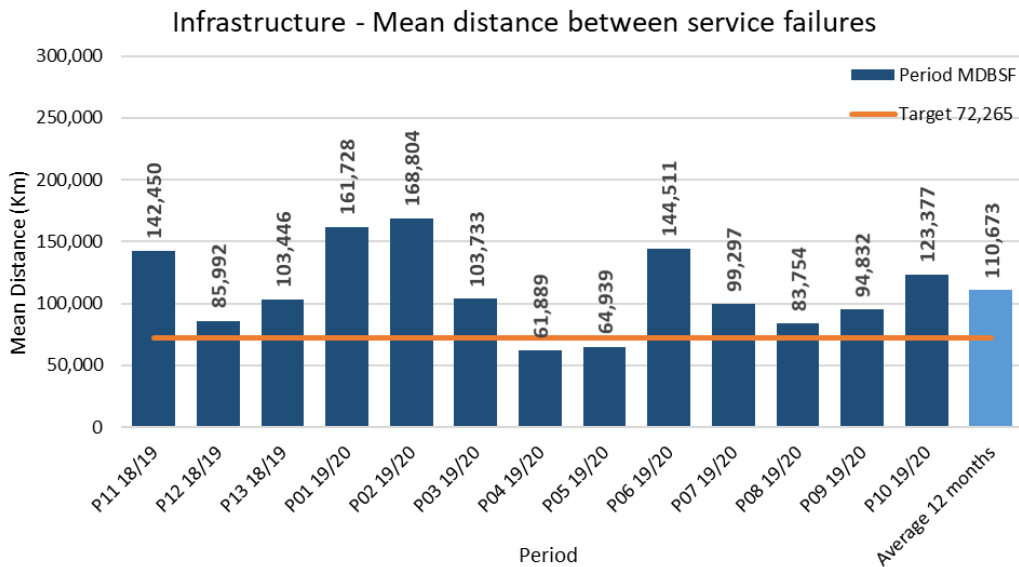
4.17 3 to 4 trams per period were awaiting repair due to road traffic collisions. Work continued to progress actions identified within the Vehicle Availability Improvement Plan, implemented in Period 5 19/20. Work has also continued with a number of GM Local Authorities making improvements to junctions and road markings identified as being at risk of road traffic collisions. KAM has also entered into closer collaboration and partnership with Brodie Engineering to provide support to return RTC damaged trams to service, minimising turnaround times.

4.18 Performance has improved for 3 consecutive periods, with vehicle availability returning to the rolling 12-month average in P9 19/20.

4.19 Vehicle reliability levels have impacted on performance in the period. KAM has implemented a vehicle availability improvement plan, to maximise vehicle availability in the run up to the opening of the Trafford Park Line.

Asset reliability - Infrastructure

4.20 Infrastructure reliability performance, in terms of service distance travelled between failures, was well in excess of the annual target, only falling below target twice during the periods shown.



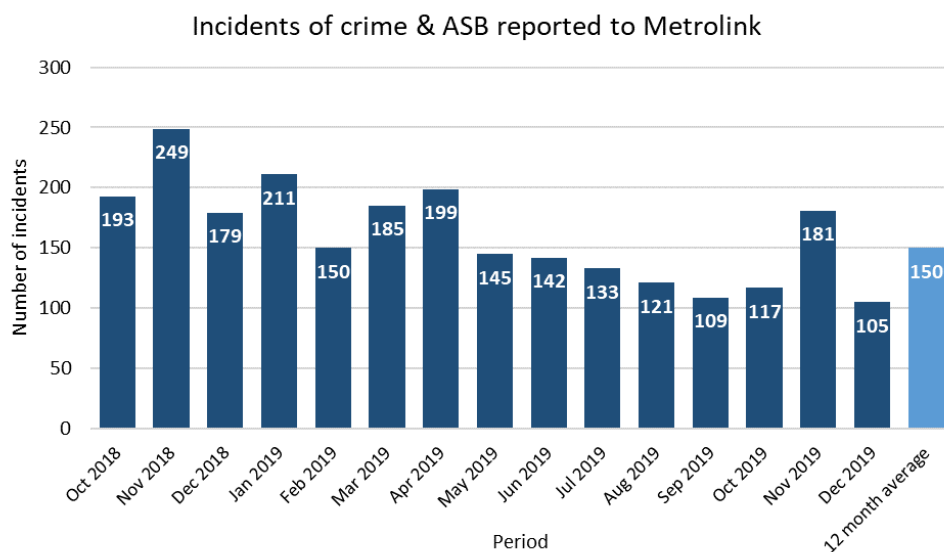
4.21 Period 8 had several challenging issues in the Infrastructure space; repeat signalling failures at Newbold, repeat points failure at Rochdale Town Centre (unrelated to inclement weather conditions) and the first network control failure in 27 months.

4.22 A signalling failure at Victoria was the main infrastructure issue experienced in P9. Following hardware checks, wiring tests and software analysis, investigations are ongoing to review the anomaly.

4.23 Performance improved again in P10, with Monsall Points failing during the period. Engineering delivery teams utilised the network closure on Christmas Day to reset points at Eccles, re-railing a previous rail break at Aytoun St, and points works through Cornbrook and Deansgate-Castlefield.

Crime & Anti-Social Behaviour

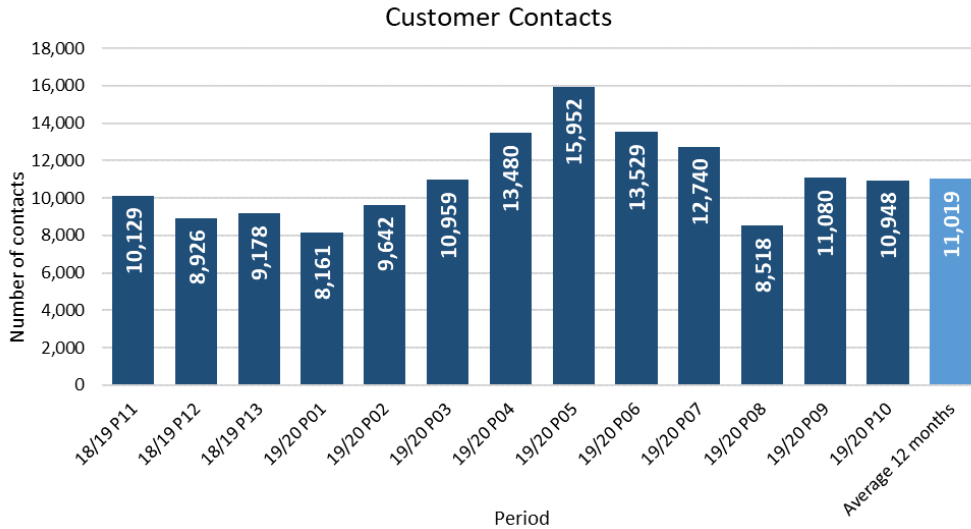
- 4.25 On average, 150 incidents of crime and anti-social behaviour per month were reported to Metrolink across the duration of the year, the majority occurring at night.
- 4.26 Incidents of crime and antisocial behaviour recorded on the network fell to 105 in December 2019 (period 10), the lowest number of incidents recorded since November 2017 (86).
- 4.27 A significantly higher number of incidents (181) were reported in November (period 8), with incidents of crime and anti-social behaviour reported in the City (64) being the reason behind the increase.



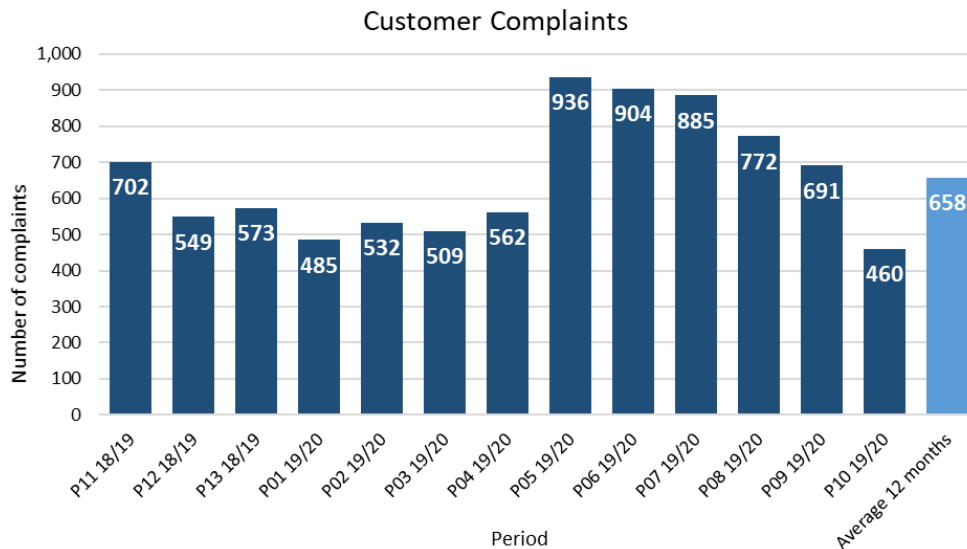
- 4.28 GMP's Transport Unit launched on 18 November (period 8). The team provides both overt and covert operations covering bus, tram, road and supported the Christmas Metrolink service enhancement, with resource on the tram services later into the evening in the run up to Christmas. This has been well received by both customers and staff.
- 4.29 The team has made a number of arrests on the network since launch and has also been investigating the high-profile reports of sexual assaults on the network at Trafford Bar, Ashton West and Holt Town during period 9.
- 4.30 KAM and TfGM were actively involved in Operation Sycamore in period 9, a joint 4-week Operation with Greater Manchester Police aimed at reducing crime and anti-social behaviour on the Oldham Rochdale line. 17 incident of crime and ASB were reported on the line in December 2019, the lowest number recorded since January 2017 (14 incidents).

Customer contacts and complaints

- 4.31 143,200 customer contacts were dealt with over the duration of the year, averaging at just over 11,000 customer contacts per period (excludes twitter contact).



- 4.32 The category of contacts varies by period, but general enquiries about the network typically account for a third of contacts. Following the change to zonal fares in January 2019, and contactless payment, customer contacts regarding tickets has increased to over 24% of enquiries between periods 8 and 10 compared to 17% in the same periods in 2018.
- 4.33 Complaints account for 1 in every 16 customer contacts. As per enquiries, the category of complaint varies on a period basis, but cash lost in Ticket Vending Machines is consistently the highest complaint category, followed by service disruption and inappropriate behaviour on the network.
- 4.34 The spike in complaints recorded in period 5 (936, July 2019) coincided with the launch of contactless payment on the network. The number of complaints has reduced on a period by period basis and returned to pre-contactless launch levels in period 10 (460, December 2019).



5 CAPITAL PROGRAMME

Trafford Park Line

- 5.1 The Trafford Park Line project made excellent progress during the year with most of the civil engineering and highway works completed ahead of schedule.
- 5.2 The main electrical, overhead line and control systems work is now complete with trams being tested on the live system in December and continuing through to the opening date in April.
- 5.3 Works to transform the highway network to facilitate the Trafford Park Line are also complete with testing underway.
- 5.4 Improvement works have been completed at Crumpsall Metrolink stop in preparation for the start of the new Trafford Park Line service during 2020.

Fares and Ticketing

- 5.5 Following the introduction contactless payment in July 2019, usage has continued to increase with the one millionth journey achieved in November 2019.
- 5.6 As at the end of December 2019 over 1.3 million journeys had been made using contactless payment; consequently, TVM usage has dropped by approx. 8% and is continuing to reduce. While the system is a success, there remains a significant number of customers failing to “touch off” at platform validators to complete their journey resulting in some overcharge. TfGM provides refunds where applicable and is looking at ways to make touching out more consistent.
- 5.7 Following a review, the annual Metrolink fare increase was agreed at 2.3%, and this increase has now been implemented across all retail channels across the network.

- 5.8 Plans are in place regarding the withdrawal of the single product from the GetMeThere App. This will close a fare evasion loophole whereby passengers are purchasing a single ticket via the App when CSRs board trams.

New trams

- 5.9 An order for 27 new Bombardier M5000 trams was placed during the year. The trams will start to arrive and enter passenger service from Summer 2020.
- 5.10 Several infrastructure changes are required to facilitate the additional capacity that the trams will bring such as new substations, depot stabling facilities and park and ride enhancements at Whitefield and Radcliffe.

Other enhancements

- 5.11 A trial, coating a tram with a protective coating (wash-reduction product) commenced on the 19th November. The vehicle has currently 65+ days without requiring an external wash. Recommendations will be put forward regarding application of the coating to the new 27 trams and potentially the rest of the fleet in 2020.
- 5.12 Several other significant enhancements were completed across the network including upgrades to passenger facilities at Cornbrook and Shudehill tram stops.
- 5.13 Progress has also been made with respect to upgrading Heaton Park and Whitefield stops, with the aim of completing improvement works in 2020.
- 5.14 During 2020, work will be undertaken to add an additional deck to the existing park & ride infrastructure at Radcliffe and Whitefield sites, significantly increasing the capacity at each of these busy stops.

6 Corporate Social Responsibility

- 6.1 KAM has broadened the scope of the customer facing Ambassador role over the past 12 months. The role prioritises customer engagement and forges links with local communities.
- 6.2 A bespoke programme of activity has been delivered with local schools and several initiatives have been undertaken with the wider community. The following are just a few examples of activities which have taken place in the past year:
- Sponsorship of six mentees at Chorlton High School;
 - Continuing engagement with the “Women in Engineering” campaign;
 - Close partnership working with youth offending teams to deliver presentations on the impact of anti-social behaviour and crime, and implement restorative justice sessions where appropriate; and

→ Ongoing work with food bank centres and homeless charities across Greater Manchester.

- 6.3 KAM has committed to apprenticeships within the local community, employing 28 new apprentices and trainees from underprivileged backgrounds across Greater Manchester in the last year.
- 6.4 During the period a new waste contract has been negotiated and signed between KAM and Environmental Waste Controls Ltd (EWC) following a formal tender process. The new contract aims to increase efficiency, improve data quality, increase KAM's recycling rate in line with the joint 3-year business plan.
- 6.5 More than 40% of procured products and services are now sourced within a 25-mile radius of Greater Manchester, ensuring that we continue to support industry and employment within and around the region.
- 6.6 These activities are designed to showcase the Metrolink brand in a positive light by educating a diverse range of the Manchester community on behaviours and safety, as well as supporting projects which champion local vulnerable communities.

Danny Vaughan
Head of Metrolink

Appendices

Appendix 1 – Period date listing

This report details the highlighted Period/s

Financial Year	Period	Start Date	End Date
2018/19	1	01-Apr-18	28-Apr-18
2018/19	2	29-Apr-18	26-May-18
2018/19	3	27-May-18	23-Jun-18
2018/19	4	24-Jun-18	21-Jul-18
2018/19	5	22-Jul-18	18-Aug-18
2018/19	6	19-Aug-18	15-Sep-18
2018/19	7	16-Sep-18	13-Oct-18
2018/19	8	14-Oct-18	10-Nov-18
2018/19	9	11-Nov-18	08-Dec-18
2018/19	10	09-Dec-18	05-Jan-19
2018/19	11	06-Jan-19	02-Feb-19
2018/19	12	03-Feb-19	02-Mar-19
2018/19	13	03-Mar-19	30-Mar-19
2019/20	1	01-Apr-19	28-Apr-19
2019/20	2	28-Apr-19	25-May-19
2019/20	3	26-May-19	22-Jun-19
2019/20	4	23-Jun-19	20-Jul-19
2019/20	5	21-Jul-19	17-Aug-19
2019/20	6	18-Aug-19	14-Sep-19
2019/20	7	15-Sep-19	12-Oct-19
2019/20	8	13-Oct-19	09-Nov-19
2019/20	9	10-Nov-19	07-Dec-19
2019/20	10	08-Dec-19	04-Jan-20
2019/20	11	05-Jan-20	01-Feb-20
2019/20	12	02-Feb-20	29-Feb-20
2019/20	13	01-Mar-20	31-Mar-20

Metrolink Performance Network Summary

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **09 December 2019 until 04 January 2020**

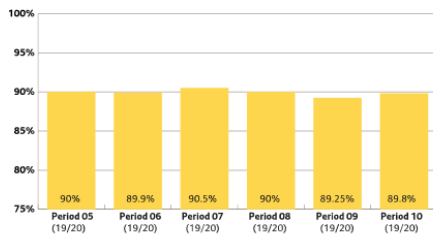
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

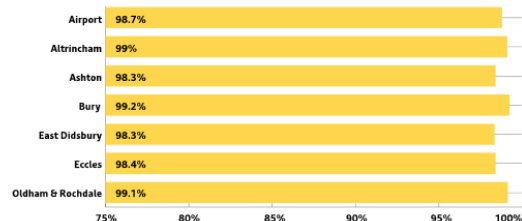
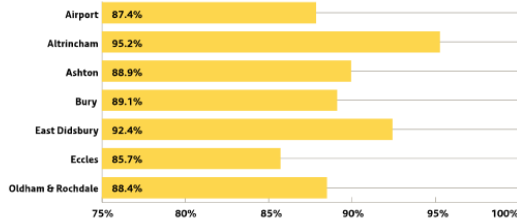
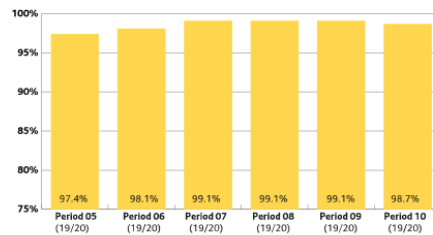
89.9%



Reliability

Percentage of planned miles operated.

98.7%



Cancellations

Journeys cancelled.

0.95% of all planned journeys.



Short journeys

Incomplete journeys.

0.48% of all planned journeys.

Issued on 17 January 2020

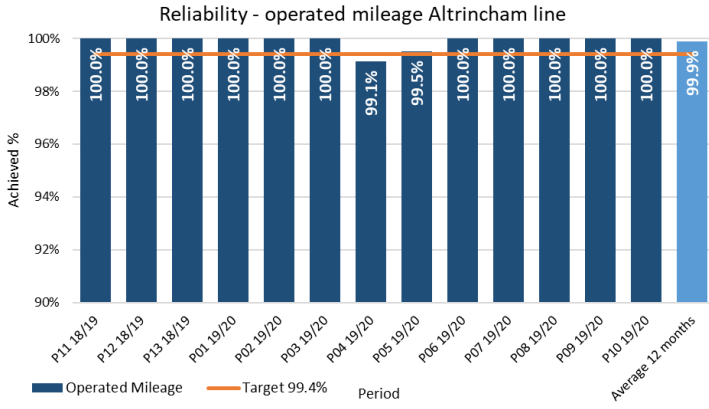


Metrolink is operated on behalf of Transport for Greater Manchester by **KEOLIS amey**
Metrolink

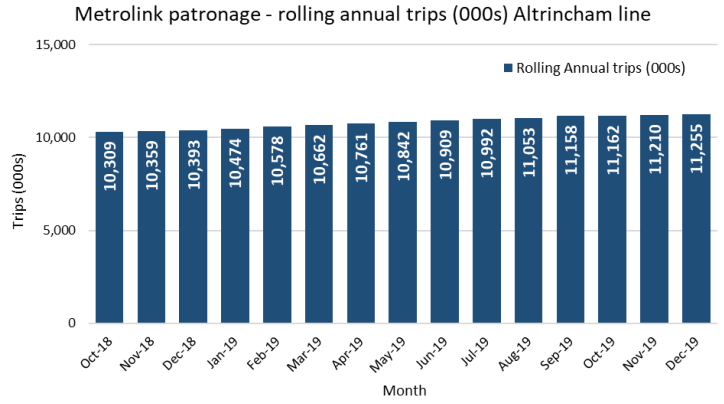
Appendix 3 – Metrolink Performance breakdown by line

Altrincham line

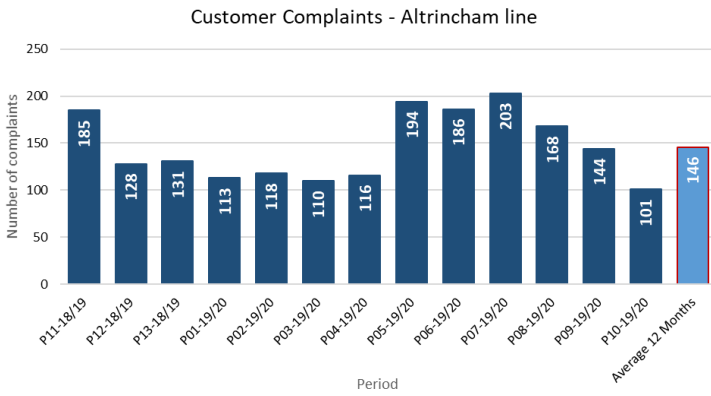
Reliability



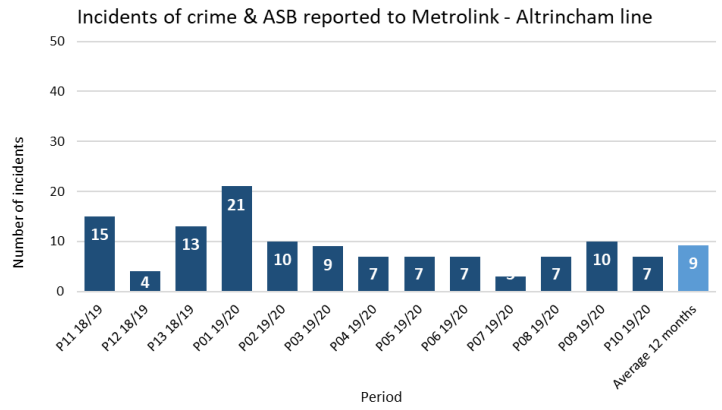
Patronage



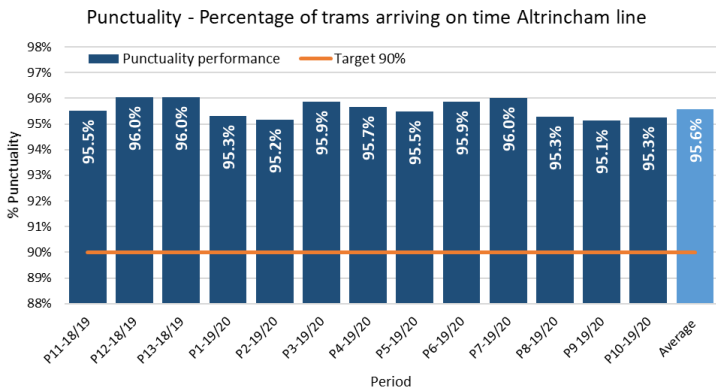
Complaints



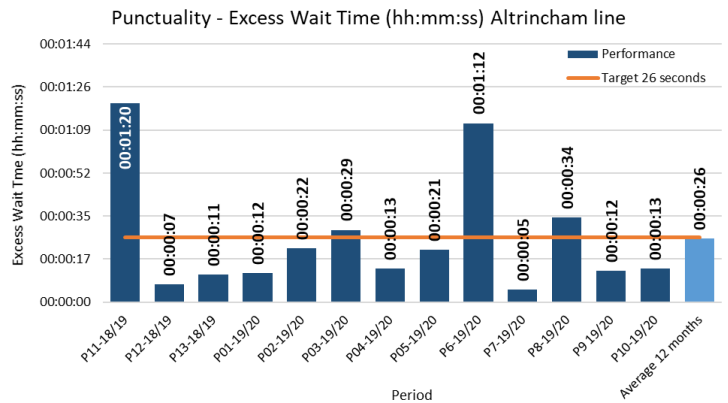
Crime & Anti-Social Behaviour



Punctuality

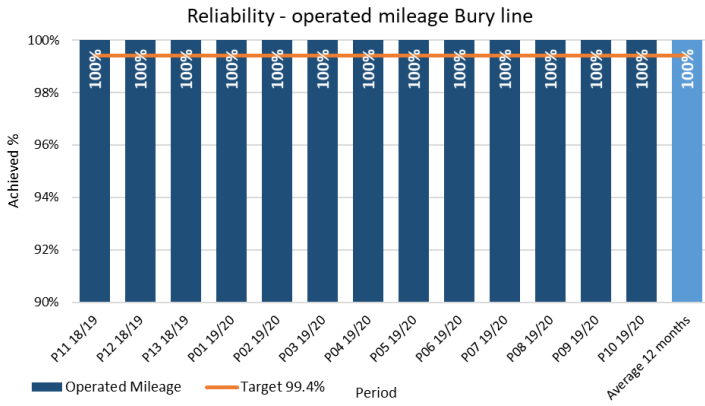


Punctuality (Excess Wait Time)

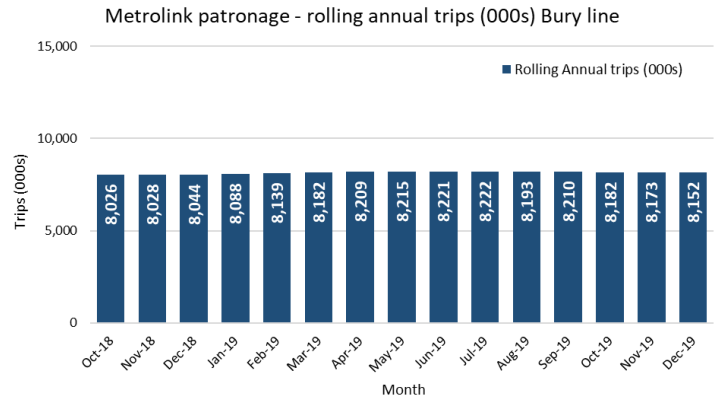


Bury line

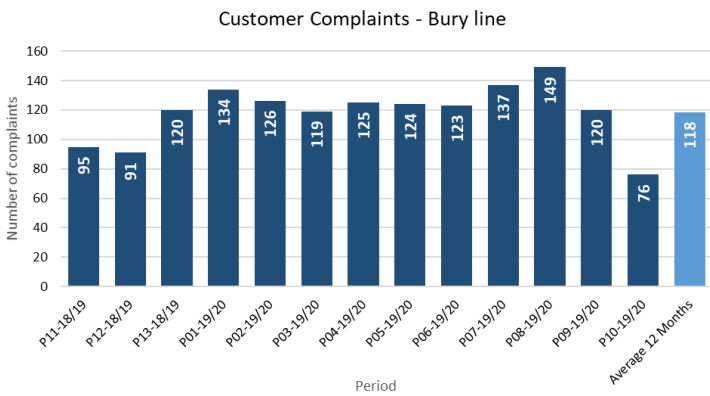
Reliability



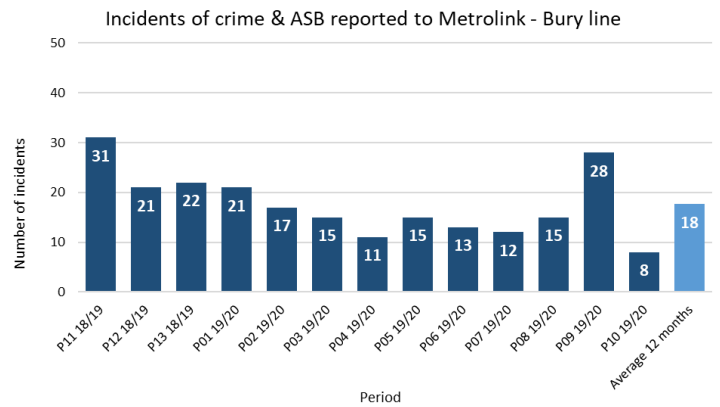
Patronage



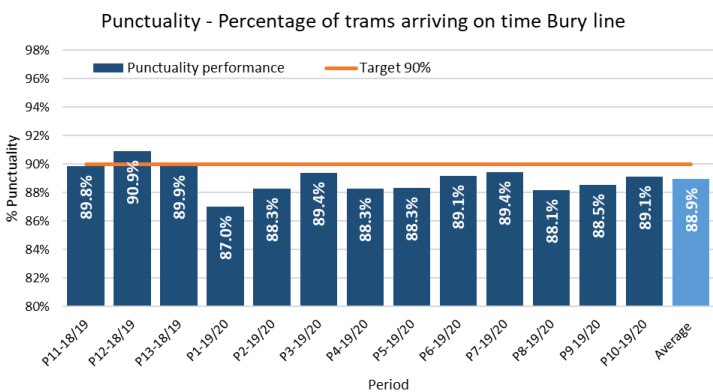
Complaints



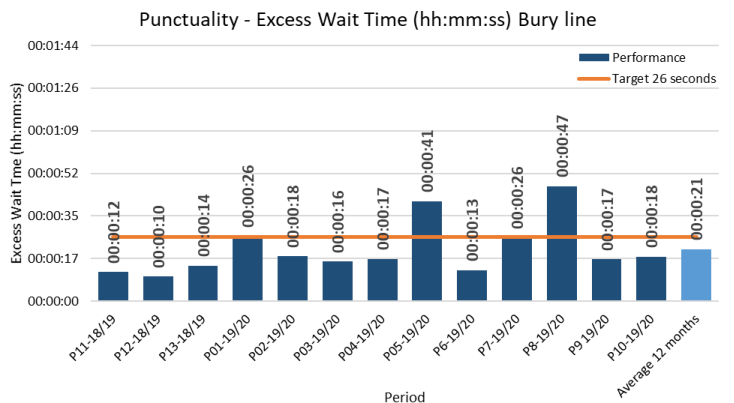
Crime & Anti-Social Behaviour



Punctuality

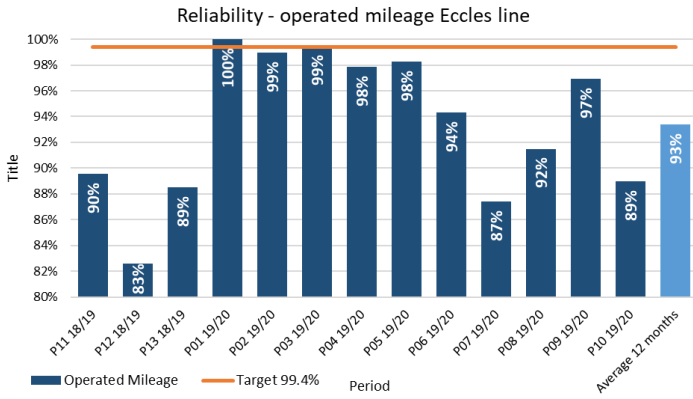


Punctuality (Excess Wait Time)

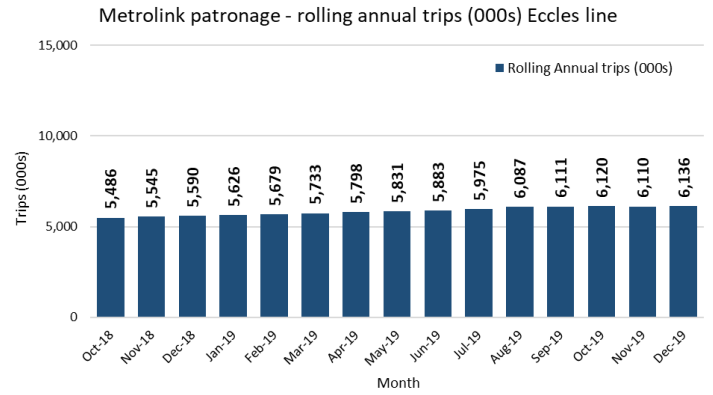


Eccles line

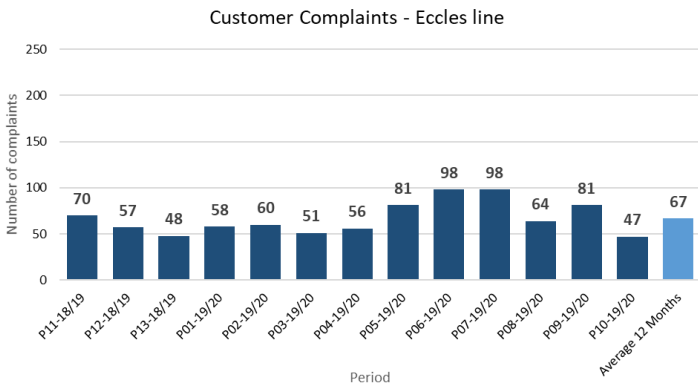
Reliability



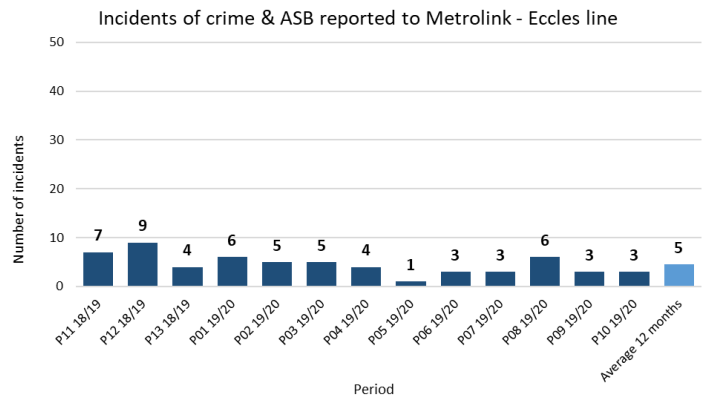
Patronage



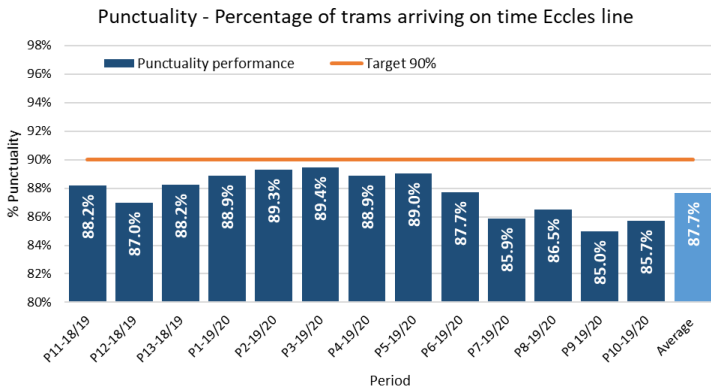
Complaints



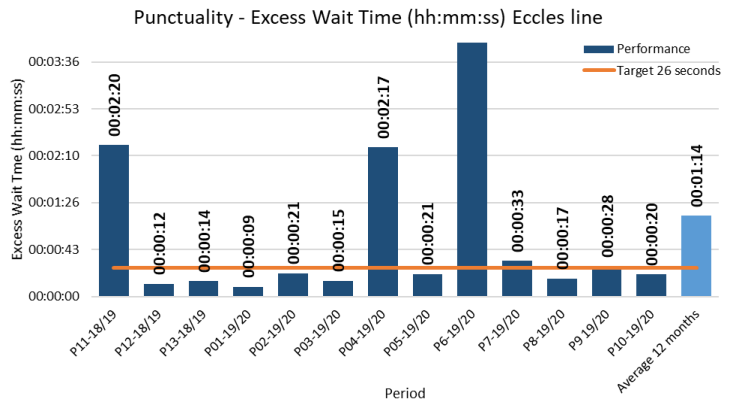
Crime & Anti-Social Behaviour



Punctuality

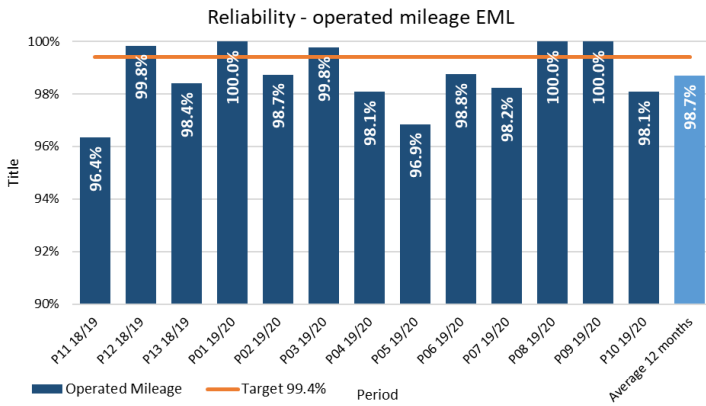


Punctuality (Excess Wait Time)

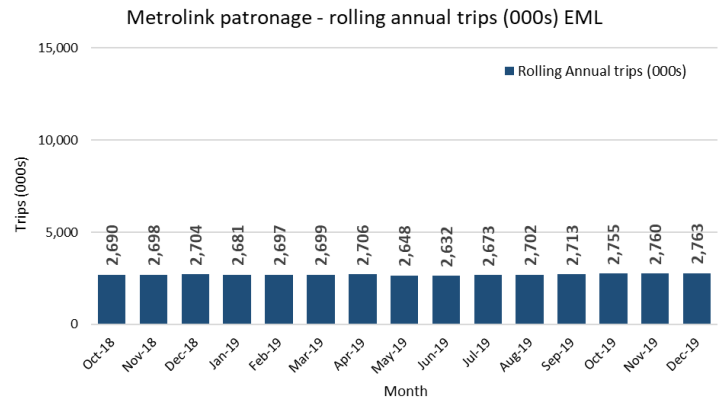


Ashton (East Manchester) line

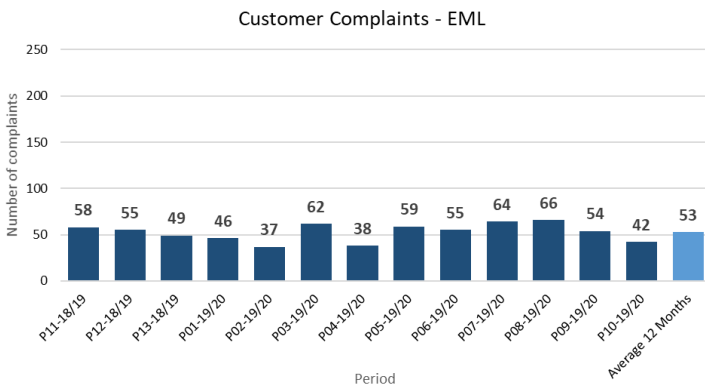
Reliability



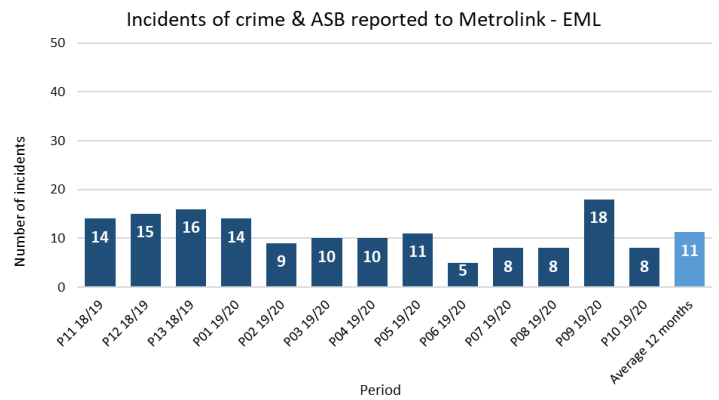
Patronage



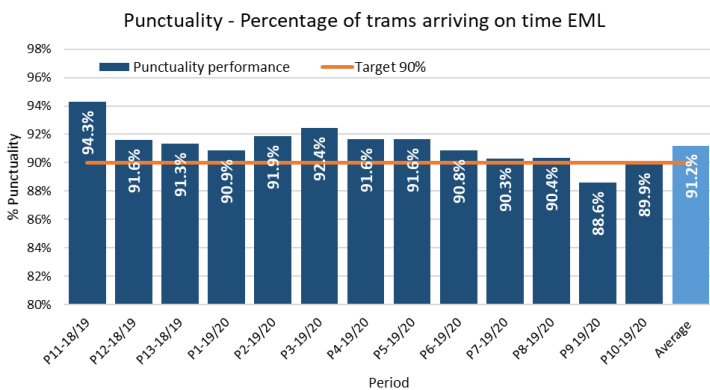
Complaints



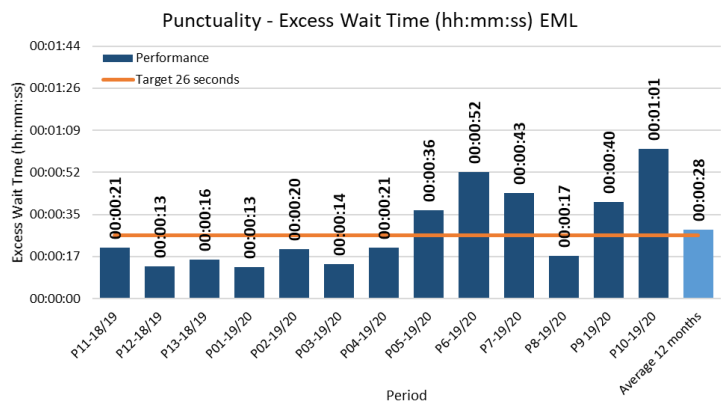
Crime & Anti-Social Behaviour



Punctuality

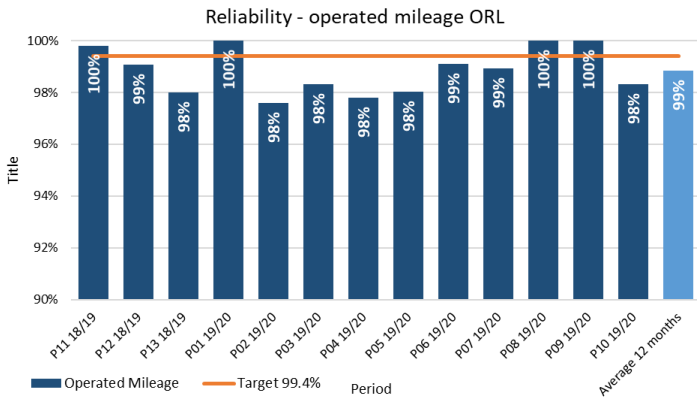


Punctuality (Excess Wait Time)

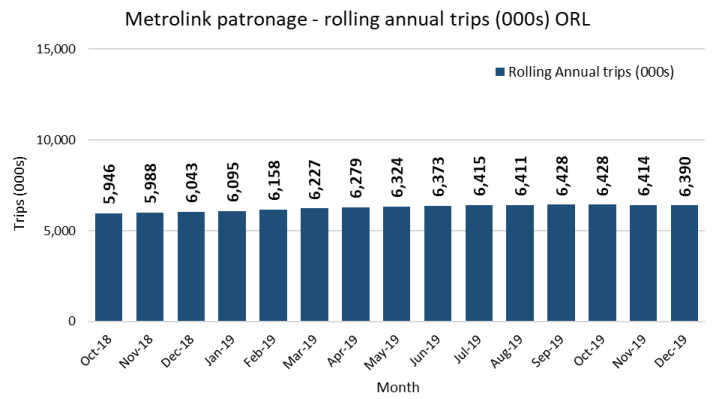


Oldham Rochdale line

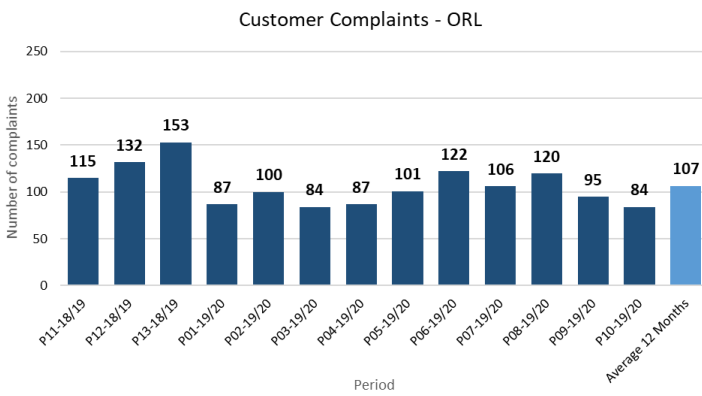
Reliability



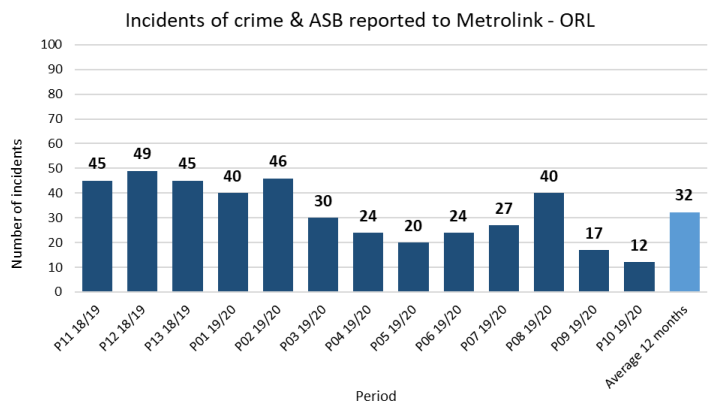
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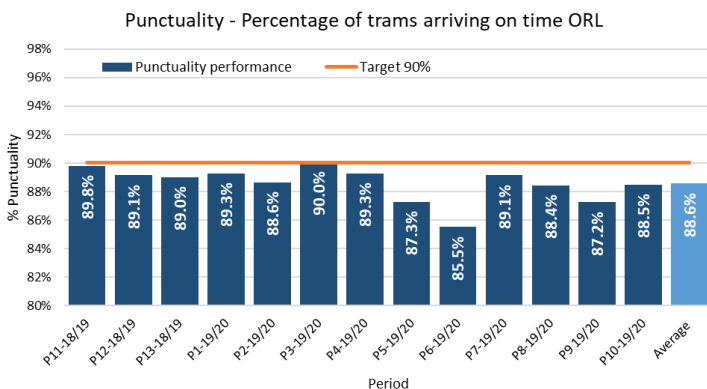
Complaints



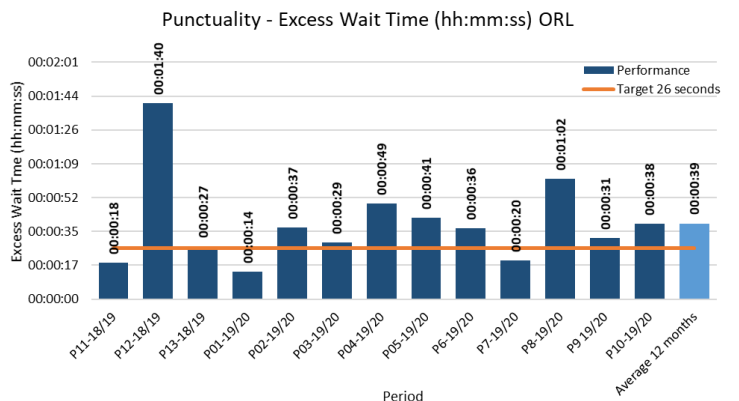
Crime & Anti-Social Behaviour



Punctuality

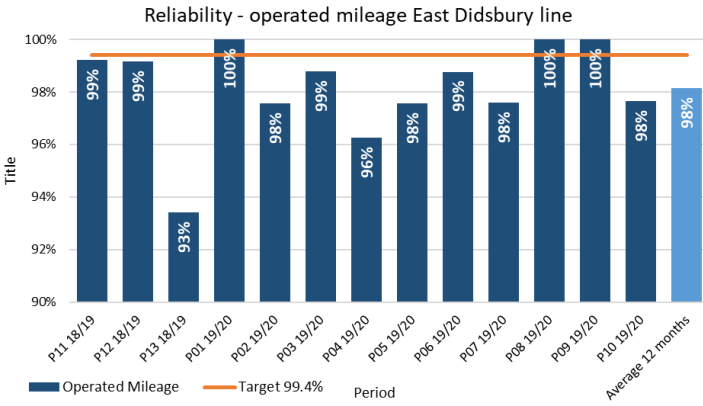


Punctuality (Excess Wait Time)

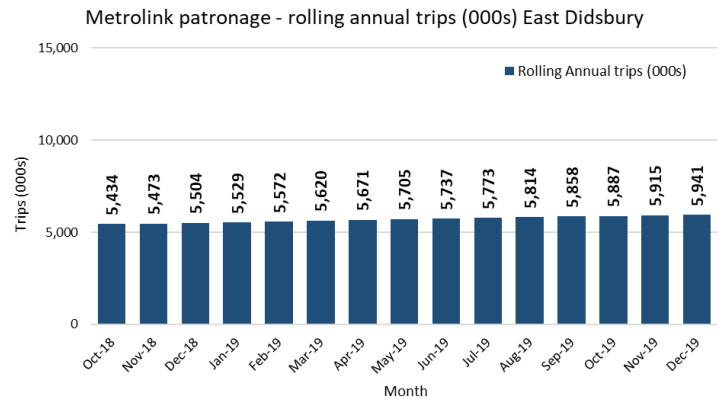


East Didsbury line

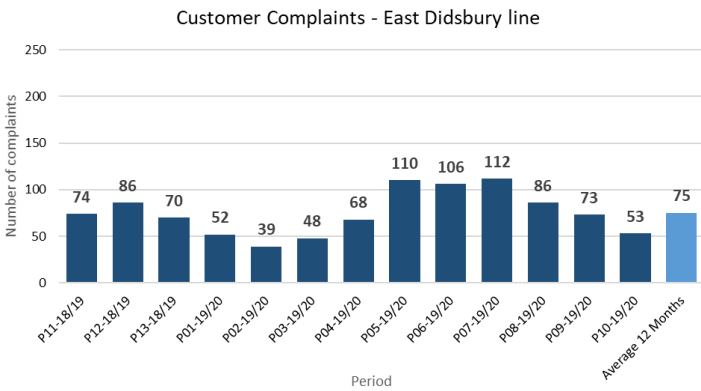
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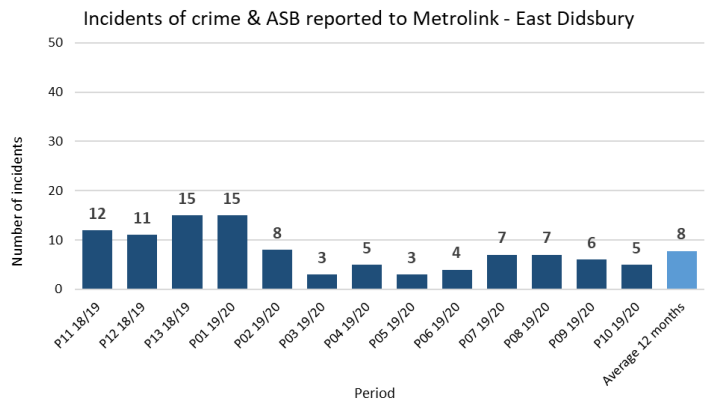
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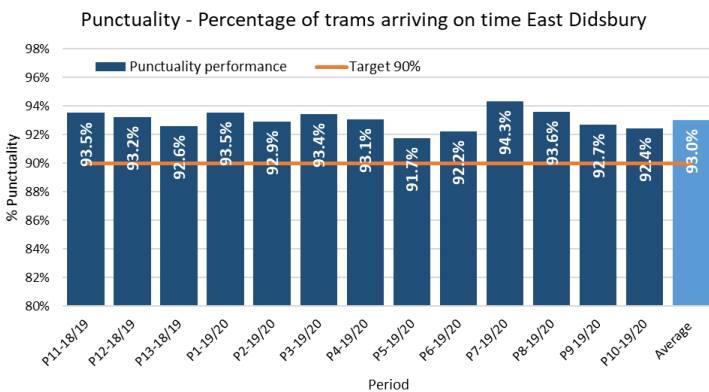
Complaints



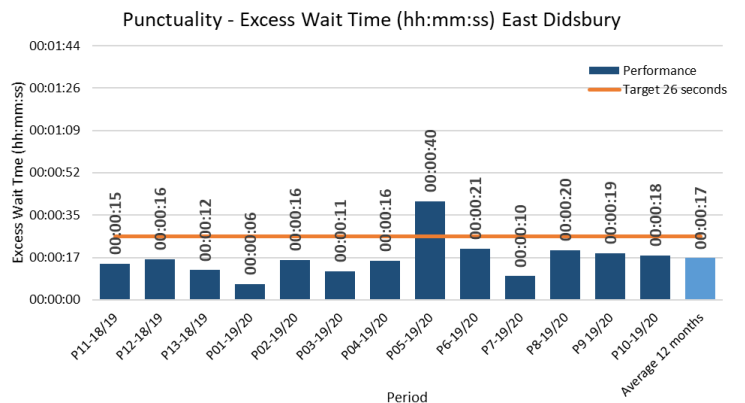
Crime & Anti-Social Behaviour



Punctuality

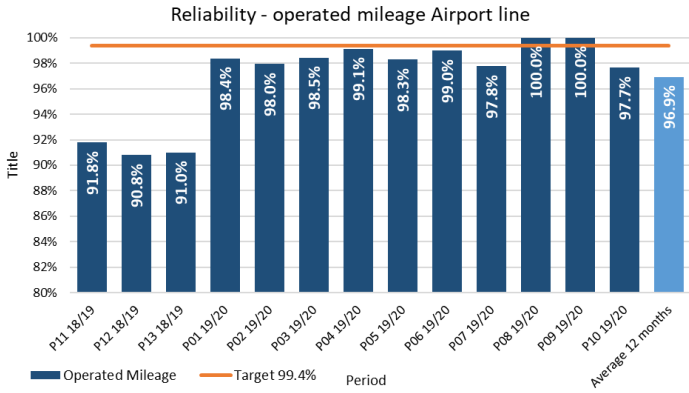


Punctuality (Excess Wait Time)

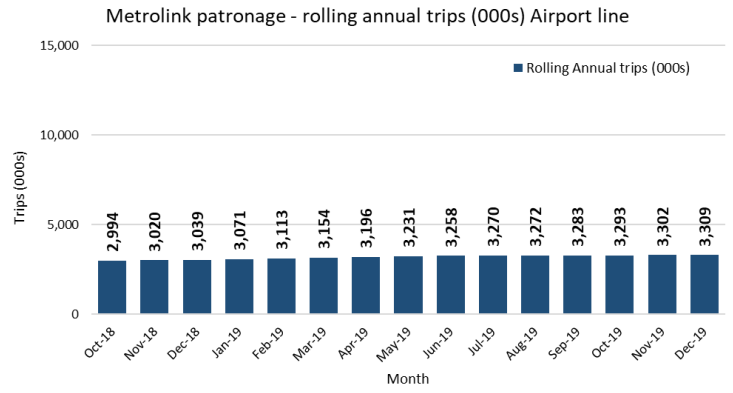


Manchester Airport line

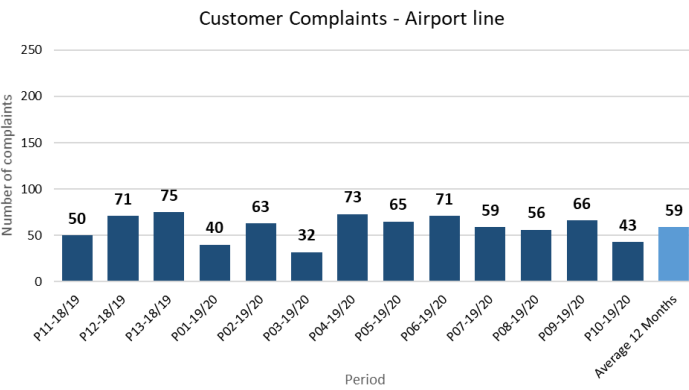
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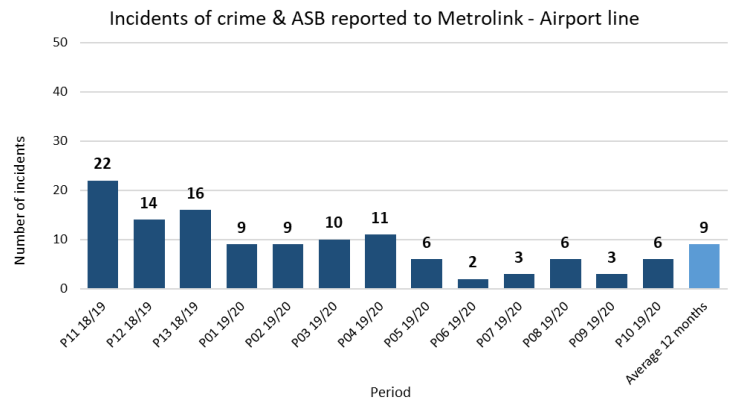
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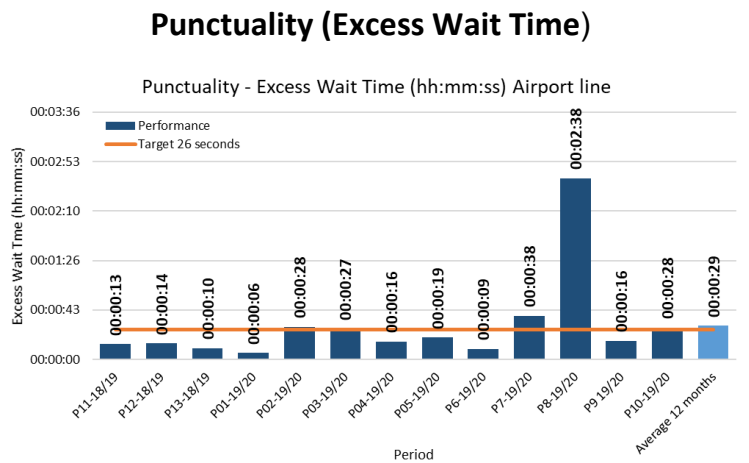
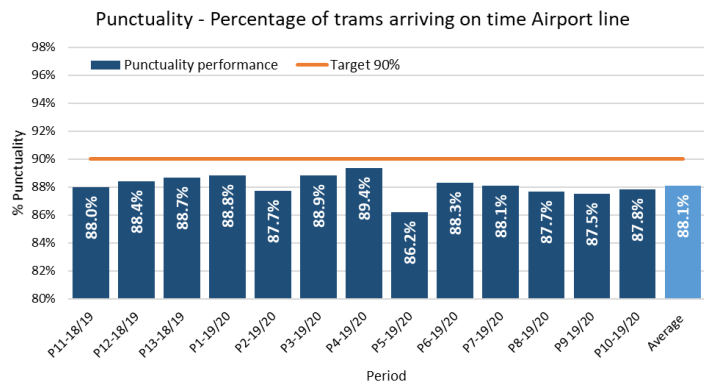
Complaints



Crime & Anti-Social Behaviour

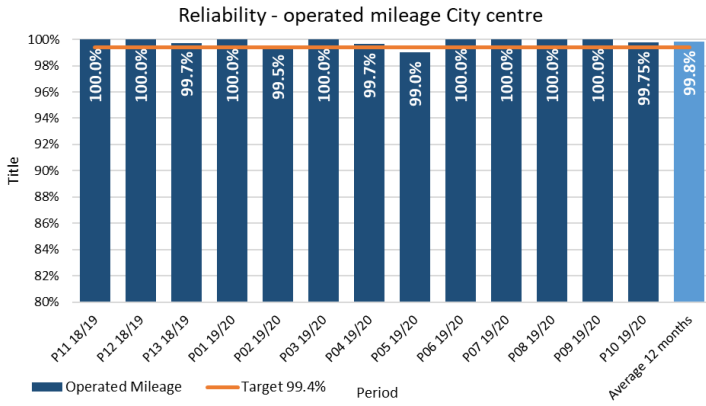


Punctuality

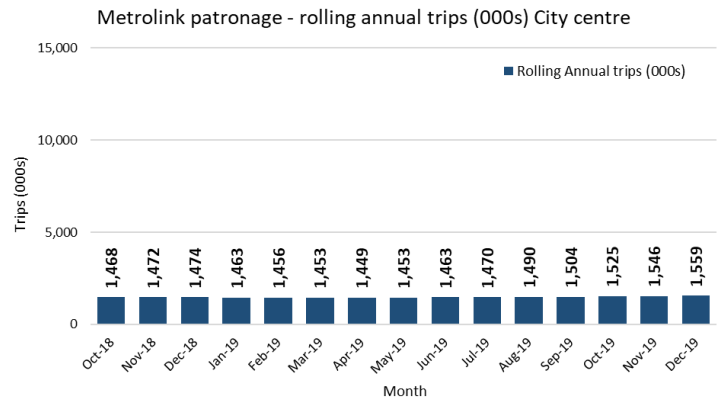


Manchester City Centre

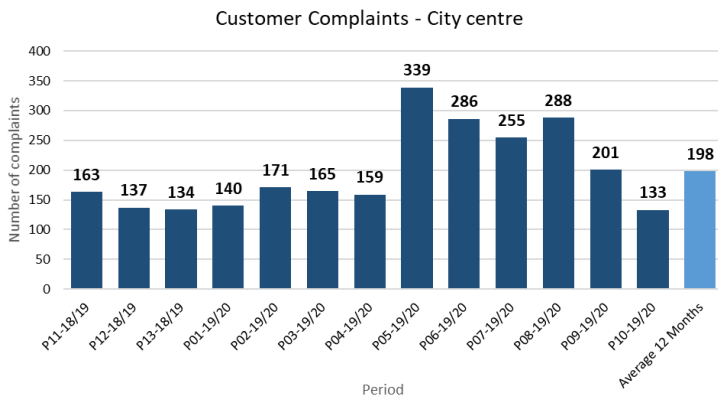
Reliability



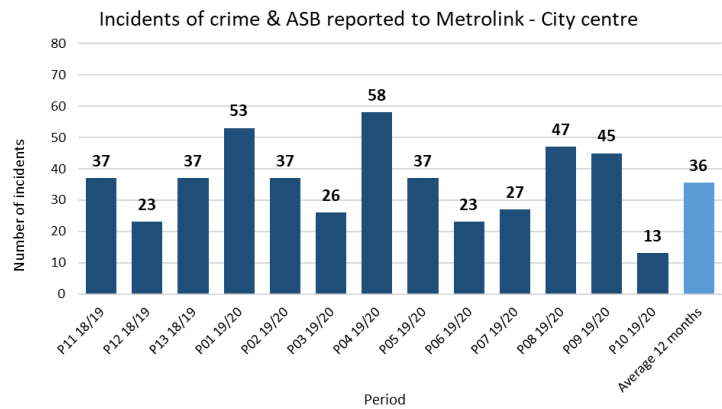
Patronage



Complaints



Crime & Anti-Social Behaviour



* Punctuality and Excess wait time statistics are not available for City Centre stops

Fares and Ticketing

Presentation to GM Transport Committee

Stephen Rhodes – Customer Director
Helen Humble – Head of Ticketing



Our Network will be built on the principles which underpin the network, providing Integrated fares and ticketing across all modes. Delivering to the core principles of:

Convenient

Affordable

Accessible

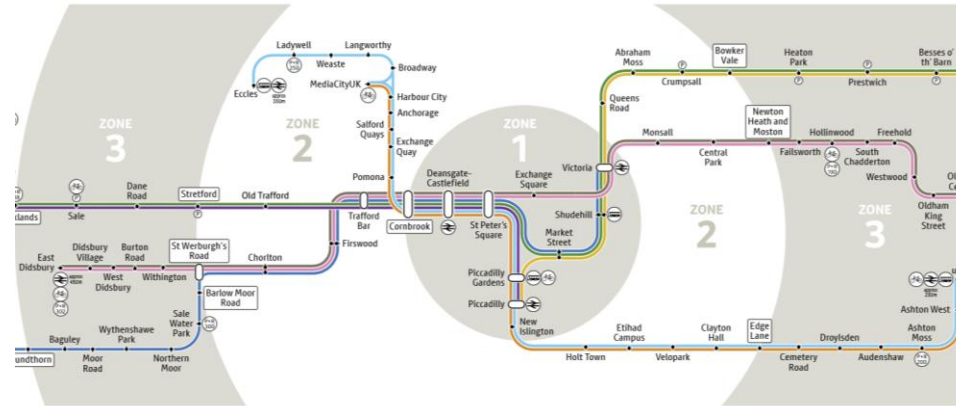
Simple

Value for Money





Metrolink Zonal Fares



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In the zone

Ticket zones let you do more of the things you enjoy.



tfgm.com/zones

Launched Sunday 13 January 2019

Biggest ever customer-facing change

Stop-to-stop tickets replaced with simpler, more flexible and better value zone based tickets

Offers customers better value – 78.5% of individual fares cheaper than before

Step towards more integrated ticketing system for GM



In the zone

Ticket zones let you do more of the things you enjoy.



Contactless is here!

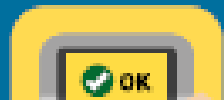
The simpler and quicker
way to travel.



Contactless Travel

- Launched Monday 15 July
- Passengers required to 'touch in and touch out' at validators
- System works out fare up to a daily cap
- Beneficial to less frequent travellers (adult day and single tickets) - 11.5m in 2018
- Further steps towards Our Network
- Visa research – transport use could increase by 27% with easier payment system

Travel contactless
buzz around all day
for £7 or less



EASY ACCESS TO METROLINK TICKETING



USED BY CUSTOMERS FROM 90 COUNTRIES



380K INDIVIDUAL CUSTOMERS



1.8M JOURNEYS



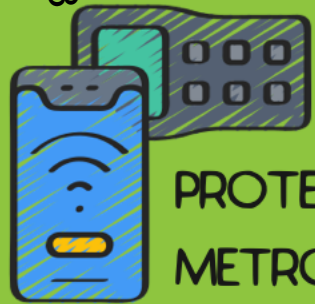
POPULAR ON EVENT DAYS

330K JOURNEYS IN DECEMBER



CONTACTLESS

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PROTECTS METROLINK REVENUE



SECURE FROM END TO END



NEW DATA & INSIGHTS INTO CUSTOMER JOURNEYS

EASE FOR CUSTOMERS PROVIDES PLATFORM FOR GROWTH



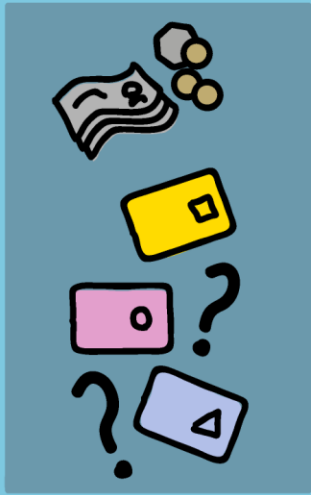


Our Pass

- Free bus travel for 16-18 year olds across the city region
- Along with a wealth of sporting, cultural & leisure opportunities
- No time or day restrictions



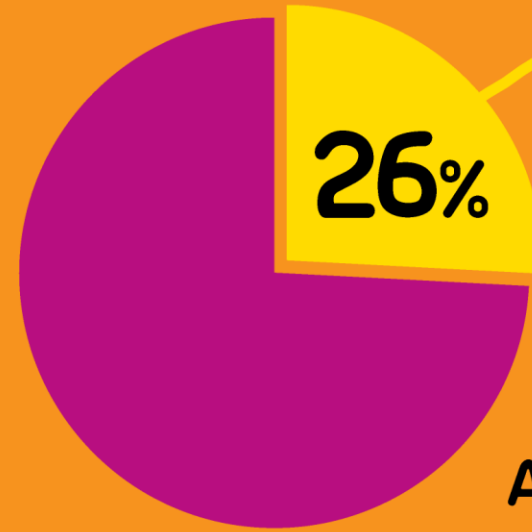
16-18 YEAR OLDS



TRANSPORT COSTS
COMPLEX FARES
AND TICKETING



ACCESS TO EMPLOYMENT,
EDUCATION CULTURE AND
LEISURE



16-18s USE BUS
AS PRIMARY MODE
OF TRANSPORT

OUR PASS

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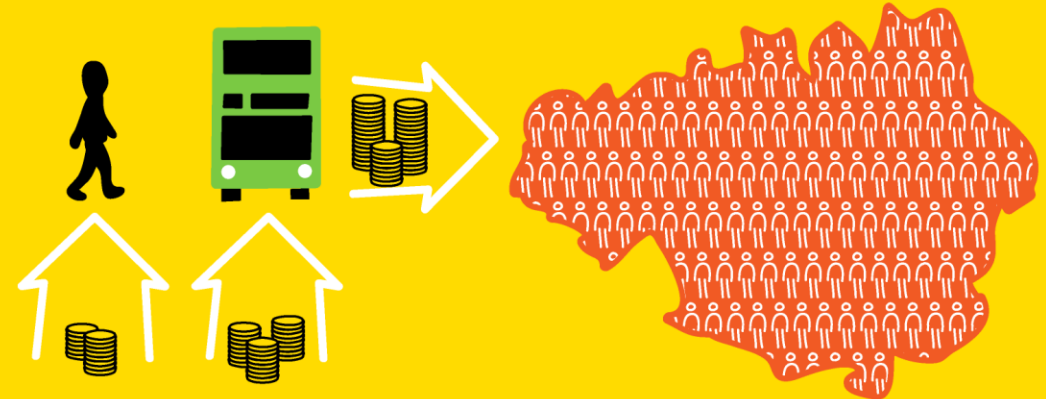


60K+

16-18 YEAR OLDS
IN THE PILOT AT
ANY ONE TIME



TWO EXTRA JOURNEYS PER WEEK
= **6.5M** EXTRA JOURNEYS ON
THE GM TRANSPORT NETWORK



INVESTMENT IN YOUNG PEOPLE AND THE BUS
MARKET FOR THE BENEFIT OF ALL GM RESIDENTS

Current Ticketing Initiatives



Early Bird

- New contactless benefit for weekdays - the 'early bird bonus'.
- Customers who touch-in before 7am on weekdays will benefit from the off-peak daily cap.
- Each touch-in throughout the day must be before 7am or after 9.30am (touch-out can be at any time).
- Customer must remember to touch-out to benefit from the daily cap (already applies).
- Example saving on 2020 fares - all zones anytime cap is £7.10 and off-peak cap is £4.90 – saving £2.20.

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early bird bonus!

Touch-in **before 7am** to save up to £2.20 on your day's travel

Beat the traffic. Catch the tram.
Avoid the rush on weekdays
and benefit from the
off-peak daily cap.

Find out how at:
tfgm.com/contactless





Other Initiatives

Introduction of an annual £10 charge for off peak travel on Tram and Train across GM for Concessionary Pass holders.

Extension of the Women's Concessionary Travel Scheme – building on the introduction of the scheme in 2017, eligibility will now be extended to women born up to Apr 1955.

As part of the wider Care Leavers Covenant and conjunction with the Prince's Trust, TfGM will extend the current pilot being ran with GMTL to provide free bus travel to Care Leavers in the region.

Looking at more flexible ticketing options, actively under development.

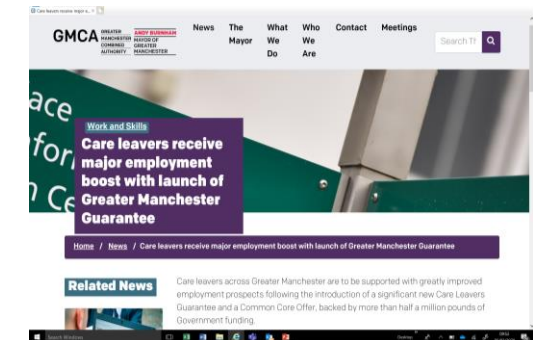


Dates extended from 1 April 2020

FREE off-peak bus travel for **women** born between **6 July 1954** and **5 April 1955**

The Women's Concessionary Travel Scheme helps those in Greater Manchester most affected by the increase of the State Pension age.

For more information on how to apply for a pass, visit tfgm.com/WCTS or ask at a TfGM Traveshop.



Future

Roadmap of development to improvement access to travel and mobility across all of GM, delivering on the promise of an integrated ticketing proposition across all transport modes

Continual improvement of the customer offer to deliver the core principles

Review of the retail channels available

Work in close collaboration with Transport Operators and other city regions

Questions ?



GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 21 February 2020
Subject: TfGM Social Value
Report of: Eamonn Boylan, Chief Executive

PURPOSE OF REPORT

To provide an update to members on TfGM's contribution to social value.

RECOMMENDATIONS:

The GMTC is requested to:

1. Note the content of the report and comment as appropriate;
2. To discuss and identify further opportunities or areas of focus for TfGM to deliver social value in future; and
3. To comment on the current GM Social Value policy objectives to inform the review of the policy.

CONTACT OFFICERS:

James Baldwin	Policy Officer	james.baldwin@tfgm.com
Eamonn Boylan	Chief Executive	eamonn.boylan@tfgm.com

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: N/A

BACKGROUND PAPERS:

Promotion of Social Value in TfGM Projects, 08 February 2019, TfGM Committee Capital Projects and Policy Sub-Committee

GMCA Social Value Policy, November 2014

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	
21 February 2020	N/A	

1 INTRODUCTION

- 1.1 This report provides an update on how TfGM is delivering on social value in response to a request from members of this committee. It follows a report on social value delivered specifically by TfGM's capital programme received by the former TfGM Capital Projects and Policy Sub-Committee in February 2019.
- 1.2 Greater Manchester leads the way in 'social value' and was the first city-region to publish a social value framework. The GM Social Value Network, of which TfGM is a member, is well established and has successfully raised profile, increased activity and enabled practice sharing across all sectors.
- 1.3 TfGM has adopted the GMCA's Social Value policy which has been in place since 2014 and this report lists the social value being delivered by TfGM against the six objectives of the GMCA policy. The objectives include promoting employment, raising local living standards, citizen engagement, working with the voluntary sector, support for disadvantaged groups and environmental sustainability.
- 1.4 The term 'social value' has now taken a broader meaning in policy terms linked to 'responsible business' and inclusive growth, rather than simply to value that can be added to procurement activity.
- 1.5 This report, therefore, covers the wider social value contribution TfGM is making through all of its activities including procurement and its capital programme; through bus and Metrolink operations; by the support it provides to community rail groups; as an employer; travel offers and engaging with local people and businesses.
- 1.6 As a public body, everything that TfGM does should deliver some form of social value. However, the activity summarised in this report demonstrates that TfGM has a well-established culture of working beyond its statutory remit to help meet the wider aims and objectives of the Greater Manchester Strategy.

2 TFGM DELIVERY OF SOCIAL VALUE

Objective 1 - Promote employment and economic sustainability - tackle unemployment and facilitate the development of skills

- 2.1 TfGM supports the development of skills and work experience both directly and through its procurement. TfGM itself has over forty apprentices completing qualifications between level 2 to 7, who are a mixture of new employees and existing employees to support their future career aspirations.

- 2.2 TfGM has four apprentices completing a Level 6 Chartered Manager Degree with Manchester Metropolitan University as part of its Leadership Development Programme. Applications for this scheme were limited to GM residents. The majority of training providers TfGM uses to deliver apprenticeship training are based in Greater Manchester to ensure the money from the Apprenticeship Levy is reinvested in the region.
- 2.3 To promote the range of apprenticeships and careers available at TfGM, officers visited Whalley Range and Levenshulme High Schools as part of National Apprenticeship Week.
- 2.4 TfGM has introduced a work placement process which provides structured, quality work experience opportunities to GM schools within areas of high deprivation, and has joined the GM Mayor's Work Shadowing Programme to offer 16-19-year olds opportunities to shadow TfGM's current employees in their role.
- 2.5 TfGM incorporates social value weighting into its procurement specifications, with the weighting and the specifications dependent on the nature of the contract. For example, the Stockport Mixed Use main works contract includes minimum requirements to provide an Employment and Skills Plan as well as a Sustainable Procurement Plan.
- 2.6 The Wigan Bus Station contractor, Vinci, provided work placements for three students from Wigan & Leigh College and recruited five apprentices during the construction phase. Representatives of Vinci and TfGM also visited the college as guest speakers to explain to students the process for big construction projects. The team presented to over 100 engineering and trade students.
- 2.7 The project team for Ashton Interchange have conducted twelve employment activities, fourteen work placements and fourteen training weeks to date.
- 2.8 Within their bid to operate the Metrolink network, KAM committed to providing apprenticeships, traineeships and graduate internships to provide employment opportunities for local people and to develop new skills and essential work experience within local communities.
- 2.9 KAM have honoured these commitments, recruiting 22 new apprentices and 6 new trainees in 2019 alone. KAM are also launching a STEM (Science, Technology, Engineering and Mathematics) Ambassador Programme in February 2020 in partnership with the National STEM Ambassador Centre to further entice young people from local communities into the industry.
- 2.10 KAM are also delivering social value through their third-party suppliers. For example, they ensure that subcontractors do not use 'zero hour' contracts as part of their delivery of goods and/or services.

- 2.11 TfGM's Access to Employment programme provides a 28-day ticket offer and refurbished bikes for jobseekers and apprentices as well as one day interview bus ticket for jobseekers. Over 37, 300 28-day tickets, and 38,500 one day tickets have been issued and over 1,970 refurbished bikes have been provided.
- 2.12 Evaluation of the scheme showed that 95% of people claimed the offer was important in getting them to their job. 61% said that that they couldn't work where they currently do if they had not received the ticket(s). 75% claimed that support and travel advice from TfGM meant that getting to work is less difficult. 61% said it has helped them look for work in places they had not considered.
- 2.13 Following the collapse of Thomas Cook, TfGM and GMCA secured free bus and Metrolink travel to an employment fair at Manchester Airport for those affected.

Objective 2 - Raise the living standards of local residents - working towards living wage, maximise employee access to entitlements such as childcare and encourage suppliers to source labour from within Greater Manchester

- 2.14 TfGM has a number of measures in place to prioritise the use of local businesses and local labour, both directly and through contractors, to support the Greater Manchester economy. For example, through its procurement TfGM specifies that local dealerships should be used when leasing fleet and for fleet repair.
- 2.15 TfGM's capital programme has put this into practice with significant benefits for local people and suppliers. During the construction of the Leigh Guided Busway, 80% of contractor Extrudakerb's workforce were employed locally and 80 local firms were employed within their supply chain during the project.
- 2.16 On the Bolton Interchange project employment rates within a 50-mile radius were 84% and within a 20-mile radius 48%.
- 2.17 On the Trafford Park Line project, the main contractor's key subcontractors including earthworks, highways, lighting and traffic are based in Greater Manchester and the North West. Approximately 55% of the inducted workforce is from Greater Manchester.
- 2.18 Metrolink operator KAM has a minimum target for 40% of the total value of its supplier contracts to be sourced from Greater Manchester or within a 25km radius of Greater Manchester. KAM are currently exceeding this target with 47% of its third party supplied expenditure meeting this criteria.
- 2.19 To help raise local living standards TfGM has applied the principles of the Living Wage Foundation to its pay scales. Currently the lowest hourly rate paid by TfGM to

its employees (apart from those on apprenticeship contracts) is £9.45, which equates to £18,240 for a full-time employee. This compares favourably with the Real Living Wage of £9.00 per hour.

- 2.20 TfGM also promotes the living wage through its procurement contracts. For example, real living wage provisions within the upcoming Security Contract (which is an area where low paid workers are often paid less).
- 2.21 On the Wigan Bus Station project, the contractor achieved a Fair Payment score of 100% which meant that all subcontractors were paid within 45 days.

Objective 3 - Promote participation and citizen engagement - encourage resident participation and promote active citizenship

- 2.22 TfGM carries out significant engagement activity with local people to encourage resident participation and active citizenship. In this way TfGM can ensure that new infrastructure reflects local communities, the impact of major works on local people and businesses is mitigated and consultations about future transport strategy is promoted.
- 2.23 To promote the recent consultation on the future of local bus services 89 events took place across the city-region, with almost 6,000 interactions. Events included public information stands in shopping centres, public drop-ins at libraries and attendance at community and business group meetings.
- 2.24 During the building of Wigan Bus Station, artwork contractor, Musson+Retallick held consultation sessions with local people to explore ways in which Wigan's heritage might be reflected in the public artwork. These sessions informed the design for the art at the bus station.
- 2.25 Similarly, as part of the construction of Ashton Interchange community engagement is taking place with school children and community groups who are contributing to a steel tree sculpture.

Objective 4 - Build the capacity and sustainability of the voluntary and community sector - practical support for local voluntary and community groups

- 2.26 TfGM works closely with a wide range of community groups and supports employees in their voluntary and charitable endeavours.

- 2.27 TfGM works with a wide variety of community rail groups which are managed through a collaboration with the Association of Community Rail Partnerships (ACoRP), train operating companies (TOCs) and Network Rail.
- 2.28 There are 36 station 'Friends of' groups in GM with memberships that range from one or two individuals to much larger groups which work with schools, colleges and the wider community. Activities include light cleaning and maintenance, planting, other gardening, art projects and events at their stations throughout the year.
- 2.29 TfGM's Small Grants Fund is available to match-fund community rail projects that either improve the station environment or lead to community involvement. Around £20,000 has been allocated in the last 18 months, leveraging match funding from ACoRP, Northern and Network Rail and supporting the delivery of 60 community rail projects.
- 2.30 Project benefits include social and economic regeneration, increased footfall, social inclusivity and reduction in private vehicle usage. Reductions in anti-social behaviour and improved perceptions of overall safety are reported at 'adopted' and 'cared for' stations.
- 2.31 TfGM is currently working with community transport operators to support expansion and franchising of successful models. This includes developing a toolkit for community and charitable organisations to set up new operations in future and establishing a Community Transport Forum to help share good practice within the sector.
- 2.32 TfGM has donated six yellow school buses for local community use. The buses were due to be decommissioned as they had reached TfGM's maximum age threshold (15 years). The 'Your Bus Competition' invited schools, community groups and volunteer organisations to bid for a bus to benefit the wider community. Successful applicants have repurposed the vehicles to be used as spaces for libraries, counselling and for STEM support work.
- 2.33 TfGM's Best Companies Employee engagement survey score for 'Giving Something Back' has increased year on year – this reflects specifically to the work TfGM does around charities and volunteering.
- 2.34 TfGM has two employee-nominated corporate charities, the Bone Cancer Trust and Mind, and staff coordinate a variety of large and small-scale events every year. Last year TfGM raised over £9,500 for these charities.
- 2.35 TfGM supports employees who are undertaking their own charity initiatives, advertising them throughout the organisation so their fundraising message reaches wider audiences. TfGM also introduced a volunteering initiative where employees get a paid day's leave to volunteer for a Greater Manchester charity.

- 2.36 The provider of the TfGM IS Enterprise Hardware contract has committed to volunteer days in supplying their skills within Greater Manchester and allow use of their city centre building for charities and not-for-profit sector as well as donating old (not obsolete) stock organisations.
- 2.37 Metrolink contractor, KAM has formed some excellent relationships with local schools, businesses and groups. Whilst there are general obligations in the contract with TfGM, KAM have been particularly active in this area, setting an annual target of 245 schools visits per annum.
- 2.38 Whilst actively engaging with the community to promote the Metrolink brand in a positive light, it is hoped that operational and reputational benefits can accrue from this activity by educating a diverse range of the Greater Manchester community on behaviours, safety, ticketing as well as promoting the adherence to byelaws and reduction of anti-social behaviour and crime across the network.
- 2.39 KAM are now looking to reach out to different stakeholders, agencies and partners throughout the next two to three years, looking to work more proactively with regards mental health, vulnerable persons, homelessness, restorative justice and local charities.

Objective 5 - Promote equity and fairness - target effort towards those in the greatest need or facing the greatest disadvantage and tackle deprivation across the borough

- 2.40 TfGM aims to attract talented individuals to the organisation who are identified as the best people for the job whilst also aiming to engage a workforce which reflects the diverse communities across Greater Manchester. TfGM promotes opportunities to a wide pool of candidates, and specifically alerts TfGM's network of under-represented groups.
- 2.41 To support diversity and inclusion within the workplace there is a mandatory eLearning training module and classroom-based training bespoke training. There is also one-to-one support available for individuals with any Diversity & Inclusion related issues.
- 2.42 In 2018, TFGM were awarded the 'Investors in Diversity' Award by the National Centre for Diversity (NCFD) which supports organisations to improve their Fairness, Respect, Equality, Diversity, Inclusion and Engagement policies and practices. In 2019, the organisation progressed to being awarded the 'Leaders in Diversity' Award. At the 2019 NCFD Grand Awards, TfGM won the 'Transportation Organisation of the Year' Award and was placed 77 in the Top 100.

- 2.43 KAM are also committed improving the diversity of their workforce including increasing the proportion of female employees within the workforce from 14% to 20% by 2024 (the end of KAM's tenure); increasing the proportion of staff from an ethnic minority from 15% to 25% by 2024; and setting up an 'Equality and Diversity Steering Group' to manage initiatives intended to increase the diversity of applicants and employees. KAM are still in the relatively early stages of delivering against these commitments, but they have increased the proportion of female employees to 15% and have undertaken a number of initiatives to support International Women in Engineering days, the latest of which being collaboration with the Metrolink infrastructure partner, MPT, to facilitate a day of activities with Whalley Range Girl's High School and supporting 'The Girl's Network' charity.
- 2.44 TfGM worked with the GMCA to support an initiative from the regional charity Curious Minds to give more young people from deprived areas the opportunities to access cultural events. The pilot in Wigan invited schools to apply for free transport for a cultural trip to take place over the winter. 24 applications were accepted with trips including The Museum of Wigan Life, Stockport Air Raid Shelter and Manchester Art Gallery. Work is now underway to develop and implement a sustainable model for all districts.
- 2.45 As part of Trafford Council's Summer of Sport initiative, to ease the financial burden of the school summer holidays on low-income families, TfGM organised six free trips to the Museum of Transport for groups of up to 20 children, aged 7-9, from the Trafford borough. Goodwin's Coaches provided transport to and from the venue as a goodwill gesture and the Museum sourced extra volunteers to support the visits.
- 2.46 The Bed Every Night scheme is available to people experiencing or at risk of rough sleeping in Greater Manchester. TfGM has provided System One day bus tickets which can be used on any bus in Greater Manchester for an unlimited number of journeys on the day of ticket validation, allowing people to travel safely to their immediate accommodation and also to transfer to a more permanent location.

Objective 6 - Promote environmental sustainability - reduce wastage, limit energy consumption and procure materials from sustainable sources

- 2.47 The breadth and diversity of TfGM's capital programme covering green spaces, buildings, cycle and walking routes, and the Metrolink network enables delivery of environmental sustainability through a wide range of initiatives.
- 2.48 Buildings such as bus stations and interchanges include LED lighting, grey water harvesting systems, green roofs, heat recovery systems, roof lights to maximise natural day light, and solar panels to improve environmental sustainability. Ashton

Interchange, currently under construction, will generate at least 15% of its electricity through photovoltaic cells.

- 2.49 TfGM deploys smart building management systems in new infrastructure, enabling maintenance to be completed remotely, thereby reducing TfGM's maintenance vehicle mileage and carbon footprint. TfGM also has a target for 70% of the TfGM fleet (non-bus operations) to be electric by 2021 and Euro VI compliance specified as a minimum standard.
- 2.50 New green spaces are also considered where opportunities arise. At Wigan Bus Station, 60 new trees, a wildflower meadow and a variety of new plants to create habitat for local wildlife were planted.
- 2.51 Over 300,000m³ of excavated soil from the Leigh Guided Busway site were moved to adjacent former colliery land at Higher Folds to create a new community woodland, which involved the planting of over 18,000 trees. Felled trees from the busway site were carved into seats and donated to 3 local primary schools as part of their 'outdoor classroom' programmes.
- 2.52 TfGM contractors are expected to explain how they will contribute to environmental sustainability. The Stockport Mixed Use main works contract (yet to be awarded) as part of the Stockport Interchange development contains a minimum requirement to provide a Sustainable Procurement Plan, and there are requirements in the contract with KAM to produce plans covering energy, noise, vibration, waste, vegetation and habitats.
- 2.53 KAM has plans for tree planting at the Metrolink depots as part of its vegetation/habitat management plan. KAM has also proposed to reduce the total amount of waste sent to landfill to 5% or less of the total amount of waste that is collected; and to increase recycling, reuse or recovery of all waste to 95% or more of the total amount of waste collected. They currently report that there is no waste sent to landfill, with 39% being recycled and the remaining 61% being incinerated.
- 2.54 Metrolink uses 'green' energy to power the network, from the high voltage supplies used to power the trams to the low voltage electricity to power the on-stop tram equipment. Almost half of the energy is generated from wind, with the remainder generated from photovoltaic, landfill gas and biodegradable sources.
- 2.55 KAM are looking at initiatives to further reduce consumption, including depot solar installations, EV vehicle charging provision (including for staff use), LED lighting upgrades and removal of gas heating systems.
- 2.56 Finally, TfGM is currently a bronze level carbon literacy organisation. Carbon Literacy training has been rolled out across the organisation to inform employees about climate change and how they can reduce their carbon footprint.

GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 21 February 2020
Subject: Age Friendly Transport Update
Report of: Kate Brown, Director of Corporate Affairs, TfGM

PURPOSE OF REPORT

To update members on transport initiatives to support the GM Ageing Strategy, in response to the opportunities and challenges presented by Greater Manchester's ageing population.

RECOMMENDATIONS:

The GMTC is requested to:

1. Note the content of the report and comment as appropriate; and
2. To discuss and identify future priorities to inform the GM Ageing Strategy review.

CONTACT OFFICERS:

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Kate Brown	Director of Corporate Affairs	0161 244 1138

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: N/A

BACKGROUND PAPERS:

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?		N/A
GM Transport Committee	Overview & Scrutiny Committee	
21/02/2020	N/A	

1 INTRODUCTION

- 1.1 Delivering 'age-friendly transport' is an important part of the GM Ageing Strategy which aims to make Greater Manchester a great place to grow old.
- 1.2 Members will recall the Age-Friendly Transport Update report received by the former Transport for Greater Manchester Committee in March 2019. The report set out seven areas of focus to address some of the transport and travel barriers faced by older people. The themes identified were:
- i. Involving Older People;
 - ii. Accessibility;
 - iii. Working with the Health Sector;
 - iv. Age-Friendly Customer Service;
 - v. Community Transport;
 - vi. Safer Driving; and
 - vii. Age Friendly Neighbourhoods.
- 1.3 The themes were developed by TfGM working with the GM Ageing Hub, the GM Older Person's Network and the GM Health and Social Care Partnership. The themes were informed by an Age Friendly Transport Study (reported to the TfGM Committee in September 2018) jointly commissioned by TfGM and the GM Ageing Hub which drew on academic research and a series of workshops with older GM residents.
- 1.4 This report provides an update on some of the key activity in this area.

2 COMMUNITY TRANSPORT

- 2.1 Community Transport (CT) plays an important role in reducing social isolation and providing access to vital health services for older people, particularly those who have difficulty accessing the mainstream transport network.
- 2.2 Procurement of new replacement vehicles for the Ring and Ride service is due to commence shortly to improve reliability. A review of the service is also ongoing to improve efficiency and explore opportunities for greater integration with TfGM operations.
- 2.3 Age friendly work in this area has, however, most recently focused on improving TfGM's understanding of the wider community transport provision across Greater Manchester.

- 2.4 TfGM has surveyed CT organisations to understand what operators currently provide, how they are funded, how they operate, and the challenges they face. TfGM also attended the Community Transport Association's conference in Manchester to forge links there and better understand the sector.
- 2.5 Responses to the survey have now been received from:
- Driven CIO (Wigan);
 - Bolton Community Transport and Furniture Services (Bolton and the surrounding area);
 - Easy Go Community Transport (Stockport);
 - HMR Circle Volunteer Drivers Scheme (Rochdale Borough);
 - Stockport Car Scheme (Stockport);
 - Miles of Smiles (Tameside); and
 - Glossop CT (Glossop, including cross-border trips in Greater Manchester).
- 2.6 The number of trips provided by respondents varied from 7,500 trips per year to over 40,000 trips per year. Most organisations provide trips for health, social and shopping trips with some CT operators having additional SEN, NHS and Adult Social Care contracts. In addition, many CT operators provide other services such as befriending, organising social events and personal shopping services.
- 2.7 The services rely largely on volunteer drivers, with only one service relying wholly on paid drivers. Driver recruitment and retention is an issue for some, with this cited as a barrier to growth. Many volunteer drivers start volunteering after retirement, or as a path to paid employment so the benefits of these services goes beyond just those for service users.
- 2.8 For many, funding is a key barrier which prevents them providing a larger service. CT organisations are in a good place to deliver not just transport, but a variety of added social benefits both for service users and the volunteer drivers. Some are able to produce impressive outcomes for little financial input. In one example, the organisation receives just over £70,000 in funding which means they are providing vital trips at under £2 per trip. By way of contrast, the current cost per passenger on the Ring and Ride service is around the £10 per trip.
- 2.9 Now that a clearer picture of the current provision is emerging, analysis is underway to identify successful models that could be expanded or franchised to other areas, and to identify good practice that can be shared. More detailed conversations have

already taken place with some of the larger providers and TfGM has asked them to develop proposals on how they might expand if more funding were available. This will allow available funding sources to be identified and TfGM to broker discussions with councils that have already expressed an interest in improving provision in their area.

- 2.10 Alongside this a toolkit is being developed to support community and charitable organisations to set up community transport operations. TfGM has also set up a new Community Transport Forum to facilitate closer working with and within the sector, with the first meeting due to take place on 5 March.
- 2.11 Finally, the recent report¹ published by the Greater Manchester Cooperative Commission recommended that, “Greater Manchester should carry out a place-based pilot programme for the development of community-owned ‘total transport’ business models / community transport to link up with shared modes and mainstream network as part of the ongoing work around bus reform.” TfGM will work with the Commission to discuss how this can be taken forward.

3 ACCESSIBILITY

Access for All Fund

- 3.1 TfGM secured Access for All funding to provide ‘step-free’ access for Daisy Hill and Irlam Stations last year. The outline design for these stations has now been approved by DfT and a procurement process will start shortly to develop the final station designs.
- 3.2 The Government has recently indicated that the forthcoming rail industry Williams Review White Paper will contain plans to improve accessibility. TfGM will continue to monitor for further announcements.

TfGM Disability Design Reference Group

- 3.3 TfGM’s award-winning Disability Design Reference Group (DDRG) continues to provide an invaluable resource for ensuring regular, effective consultation with people with disabilities and has enhanced the accessibility of TfGM’s infrastructure promoting equality and fairness.
- 3.4 The group is currently involved in the final stages of delivery of the Trafford Park Line with site visits planned to all stops in early March 2020. The group also works closely with other organisations in the GM family and has recently commented on

¹ <https://www.greatermanchester-ca.gov.uk/news/call-for-support-to-further-success-of-co-operatives-in-greater-manchester/>

schemes for Manchester City Council and Salford City Council. Other recent projects include input into the development of autonomous vehicles for social value; the Bee Network; Ashton Interchange; Bus Reform consultation; Contactless Travel; and the Clean Air Conversation.

4 AGE FRIENDLY NEIGHBOURHOODS

City Centre Pedestrian Improvements Trial

- 4.1 Pedestrian crossing timings, both in terms of the time spent waiting at crossings and insufficient time to cross the road safely, have been identified as an issue for older people and an important factor in creating age-friendly neighbourhoods.
- 4.2 This trial aims to improve the overall pedestrian experience in Manchester city centre through adjusting signal timings to better accommodate pedestrian movements. The trial is still ongoing, however so far, 48 sets of signal installations have been reviewed and the timings adjusted with the aim to improve pedestrian journeys without a significant negative impact on the flow of traffic.
- 4.3 Three different techniques have been used across the city:
- i. Cycle shortening - Reducing the time a junction takes to complete a signal cycle, and therefore reducing the time that pedestrians have to wait at the side of the road;
 - ii. Double greening - This allows the pedestrian 'all-red stage' to appear twice as often, in one cycle, as it previously would have. This provides pedestrians with a second opportunity to cross the road, reducing wait time; and
 - iii. Extended green man time - Increasing the green man time to achieve a better balance between pedestrian and vehicles flows. The result means that there is more time available to cross the road for pedestrians.
- 4.4 The trial is due to end shortly, with only a few junctions and crossings left to review to assess the benefits for pedestrians and any subsequent disbenefits for other road users. Initial findings are positive and it is likely that the new signal timings will remain in place unless findings suggest otherwise or significant objections are received.
- 4.5 Findings from this trial will be used to inform similar timing reviews in other areas of Greater Manchester with high pedestrian flows, subject to the identification of funding.

Streets for All

- 4.6 Street for All is a new people-centred approach to the decisions made about how streets are designed and managed. It will deliver benefits for older people.
- 4.7 Details of the approach were shared at the January GMTC meeting and the full Streets for All Strategy document will be published in summer. In brief, some of the main elements of Streets for All - which may be particularly relevant to making travel easier for older people – are commitments to creating streets where:
- All people feel welcome, relaxed and safe;
 - There are regular opportunities to stop and rest, and clean environments where there are things to see and do;
 - Accessible set down and pick-up points are available at key locations; and
 - Plenty of shade and shelter are provided, to ensure that all people can use the streets whatever the weather.

5 AGE-FRIENDLY CUSTOMER SERVICE

Staff Training

- 5.1 TfGM continues to deliver dementia awareness training to staff, primarily those in customer facing roles helping staff to recognise and support customers with dementia. 26 member of staff members recently underwent training and another 65 are due to attend sessions covering dementia awareness along with equality, diversity and inclusion shortly.

Transport ‘Thank You’ cards

- 5.2 TfGM is currently supporting the GM Older Person’s Network Transport Group to design ‘Thank You’ cards for older people to hand out whilst using public transport.

a warm note to say

**THANK
YOU**

**for being an age-friendly
driver!**

- 5.3 The aim is to recognise, reward and promote 'age-friendly customer service'. Older people will be encouraged to add a message such as 'Thank you for treating me with respect', or 'Thank you for being patient.'

6 SAFER DRIVING

- 6.1 Safer Driving for Longer (SDfL) courses are available, free of charge, to support experienced older drivers to reflect on their own driving, increase confidence in their ability and also to consider efficient alternatives to driving. This initiative is funded by Safer Roads GM
- 6.2 63 clients have now taken the course, with further sessions planned in March. The course is currently being further promoted through GP surgeries and opticians as well as an advertisement on Smooth Radio.
- 6.3 A Safer Driver Seminar is also planned for 21 April, which will have presentations and stalls providing advice and support for older drivers, and to encourage attendees to consider alternatives to driving. The aim is for 80-100 people to attend.
- 6.4 The seminar will cover similar aspects to the classroom element of the SDfL course with attendees able to book onto the on-road element, this could then be delivered on a one-to-one basis from the client's own home (or convenient meeting place) and in their own vehicle. If the seminar is successful, then this approach may be adopted more regularly.

7 OTHER ACTIVITY

Women's Concessionary Travel Pass

- 7.1 The Women's Concessionary Travel Scheme pass (WCTS) was launched in April 2018 by TfGM, following the Mayor's commitment to help women most affected by the changes to the state pension age.
- 7.2 The Mayor has now proposed extending the WCTS pass further – subject to approval by the GMCA. This would allow women in Greater Manchester, born between 6 November 1954 and 5 April 1955 - those who have seen an increase of 12 – 18 months to their state pension age - to apply for a pass.
- 7.3 This would mean a further 5,750 additional women would be eligible for the pass.

Local Concessionary Travel Change

- 7.4 TfGM introduced changes to the pension-age concessionary pass and Women's Concessionary Travel pass from Saturday 1 February. Concessionary pass holders now need to add tram and train services to their travel pass, costing £10 – that will provide unlimited off-peak tram and train travel across Greater Manchester for 12 months.
- 7.5 The change does not affect bus travel. In addition, anyone with a disability who has a concessionary travel pass from TfGM will not be affected by the change.
- 7.6 The number of people eligible for a pension-age concessionary travel passes is set to rise by 44% by 2028 as GM's population ages. The annual charge will help to make sure that the concessionary travel scheme is sustainable long term and brings it in line with the other schemes such as the Our Pass and the igo card. It will also generate money to invest back into public transport.

Future Mobility Zone

- 7.7 TfGM, on behalf of GMCA, applied to the DfT for £32 million of Future Mobility Zone funding in May 2019. The fund is for projects to understand how coming mobility innovations will affect transport by providing an at-scale testbed for a range of solutions. The successful bidders are expected to be announced shortly.
- 7.8 Greater Manchester's bid included 3 different areas, the Regional Centre (Manchester and Salford), the International Gateway (Manchester Airport and Stockport) and our Principle Towns (represented by Bury and Bolton). In particular this 3-year programme seeks to explore how the changing face of mobility will affect a range of indicator's, including community strength, carbon emissions and health.
- 7.9 From enabling more active travel to reducing severance and integrating communities to enabling demand responsive transport for medical appointments, the FMZ programme has the potential to explore a number of benefits for older people.

8 RESEARCH PROJECTS

- 8.1 TfGM has been involved in a number of research projects which are looking at different aspects of ageing and mobility including:
- **Advantage GM: Unlocking the longevity economy for Greater Manchester, International Longevity Centre** – This project has been commissioned by the

GM Ageing Hub to highlight the economic opportunities of ageing to stimulate private innovation.

- **Investigating the relationship between cognitive impairment and urban public transport infrastructure, Dr James Fletcher, Kings College London** – This is a long-term project proposed to take place between September 2020 and August 2023 which will focus on how people with dementia are currently experiencing local public transport within Greater Manchester.
- **Older people’s attitudes towards autonomous vehicles, the Institute for Transport Studies, University of Leeds** – This study aims to understand if and how automated vehicles can be used for a transport equitable future, exploring the potential impacts these may have on older people.
- **Autonomous vehicles and healthy ageing in the city: Exploring the influence of autonomous vehicles on older adults’ outdoor mobility, University of Manchester** – The aim of this research is to explore how autonomous vehicles influence senior citizens’ mobility (as a passenger of vehicles, or as a pedestrian in streets). Findings of this research will help researchers and policy makers to provide suitable mobility services for senior citizens, to facilitate their mobility in the city and to improve their quality of life.
- **Older people and active travel, Centre for Ageing Better** – A project to investigate ways to encourage older people to walk or cycle to increase physical activity and help meet the Centre for Ageing Better’s priority goal for people to have five more years free of preventable disability and to reduce the gap between the richest and poorest people in disability-free life expectancy by 2035.

9 GM AGEING STRATEGY AND AGEING IN PLACE PROGRAMME

- 9.1 The GM Ageing Strategy is currently being reviewed as part of the refresh of the overarching GM Strategy. A workshop has been convened to look at transport objectives of the Ageing Strategy.
- 9.2 In addition, councils are currently developing individual Ageing in Plan Programme (AIPP) plans for a chosen neighbourhood/s in their area.
- 9.3 The AIPP aims to bring together significant experience across multiple agencies and communities into a collaborative, bottom-up programme that aims to deliver real change, especially in low-income neighbourhoods.

- 9.4 Plans are due to be finalised in the summer. Several of the draft plans include a transport element and TfGM will be working with district officers to advise and help take forward where appropriate.

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