

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

**DATE:** Friday, 18th March, 2022

**TIME:** 10.30 am

**VENUE:** Main Hall, Friends Meeting House, Mount Street,  
Manchester

### **AGENDA**

1. **Apologies**

2. **Chairs Announcements and Urgent Business**

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 Bus Services Sub Committee - 21 January 2022** 5 - 16

To consider the approval of the minutes of the meeting held 21 January 2022

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

**5. Bus Performance Report** 17 - 36

Report of Stephen Rhodes, Customer Director & Interim Head of Bus Services, TfGM

**6. Update from Bus Operators**

Verbal update from Bus Operators in attendance.

**7. Ring and Ride Performance and Recovery Update** 37 - 48

Report of Stephen Rhodes, Customer Director & Interim Head of Bus Services, TfGM

**8. Changes to the Bus Network and Review of Subsidised Bus Services Budget** 49 - 76

Report of Stephen Rhodes, Customer Director & Interim Head of Bus Services, TfGM

**9. GMTC Work Programme** 77 - 80

To note and comment on the proposed work programme presented by Gwynne Williams, Deputy Monitoring Officer, GMCA for the GM Transport Committee and its Sub Committees.

**10. Dates and Times of Future Meetings**

Future dates will be considered at the Annual Meeting of the Committee in June 2022.

**11. 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.

**12. Changes to the Bus Network and Review of Subsidised Bus Services Budget**

81 - 84

Report of Stephen Rhodes, Customer Director & Interim Head of Bus Services, TfGM

For copies of papers and further information on this meeting please refer to the website [www.greatermanchester-ca.gov.uk](http://www.greatermanchester-ca.gov.uk). Alternatively, contact the following

Governance & Scrutiny Officer: Governance & Scrutiny

✉ [Nicola.ward@greatermanchester-ca.gov.uk](mailto:Nicola.ward@greatermanchester-ca.gov.uk)

This agenda was issued on 10 March 2022 on behalf of Julie Connor, Secretary to the Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street, Manchester M1 6EU

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## Declaration of Councillors' Interests in Items Appearing on the Agenda

Name and Date of Committee.....>

Agenda Item Number	Type of Interest - PERSONAL AND NON PREJUDICIAL Reason for declaration of interest	NON PREJUDICIAL Reason for declaration of interest Type of Interest – PREJUDICIAL Reason for declaration of interest	Type of Interest – DISCLOSABLE PECUNIARY INTEREST Reason for declaration of interest
Page 1			

Please see overleaf for a quick guide to declaring interests at GMCA meetings.

## Quick Guide to Declaring Interests at GMCA Meetings

Please Note: should you have a personal interest that is prejudicial in an item on the agenda, you should leave the meeting for the duration of the discussion and the voting thereon.

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:

1. Bodies to which you have been appointed by the GMCA
2. 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:**

1. You, and your partner's business interests (eg employment, trade, profession, contracts, or any company with which you are associated).
2. You and your partner's wider financial interests (eg trust funds, investments, and assets including land and property).
3. 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**

1. If the answer to that question is 'No' then that is the end of the matter.
2. 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 is prejudicial

A personal interest becomes a prejudicial interest:

1. where the wellbeing, 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.
2. 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:

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

### To note:

1. You may remain in the room and speak and vote on the matter

2. 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:

1. Notify the governance officer for the meeting as soon as you realise you have a prejudicial interest (before or during the meeting).
2. Inform the meeting that you have a prejudicial interest and the nature of the interest.
3. Fill in the declarations of interest form.
4. Leave the meeting while that item of business is discussed.
5. 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 MEETING OF THE GREATER MANCHESTER  
BUS SERVICES SUB-COMMITTEE HELD ON FRIDAY 21 JANUARY 2022 AT 10:30AM  
AT FRIENDS MEETING HOUSE**

**PRESENT:**

Councillor Jackie Harris	Bury Council
Councillor John Leech	Manchester City Council
Councillor Phil Burke	Rochdale Council
Councillor Roger Jones (Chair)	Salford Council
Councillor Barry Warner	Salford Council
Councillor David Meller	Stockport Council
Councillor Warren Bray	Tameside Council
Councillor Nathan Evans	Trafford Council
Councillor Mark Aldred	Wigan Council

**OFFICERS IN ATTENDANCE:**

Gwynne Williams	Deputy Monitoring Officer, GMCA
Lee Teasdale	Governance & Scrutiny, GMCA
Stephen Rhodes	Customer Director and Interim Head of Bus Services
Nick Roberts	Head of Services & Commercial Development, TfGM

**OPERATORS IN ATTENDANCE:**

Gary Nolan	One Bus
Adam Clark	Stagecoach
Nigel Featham	Go North West
Mark Mageean	Stagecoach
Alex Jones	Arriva
Matt Rawlinson	Rotala/Diamond
Paul Townley	First Bus
Paul Turner	Transdev

## **GMTBSC 01/22 APOLOGIES**

### **Resolved /-**

That apologies be received and noted from Councillor Naeem Hassan (Manchester) and Councillor Kevin Peel (Bury).

Apologies were also received from Ian Humphreys (First Bus) who was substituted at the meeting by Paul Townley.

## **GMTBSC 02/22 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS**

The Chair advised the Committee that Ian Humphreys of First Bus had contacted him directly to provide an update on the industrial action taking place at the First Bus Oldham Depot. This update had been circulated to Committee Members by email.

### **Resolved /-**

That Members note the update on industrial action at the First Bus Oldham depot.

## **GMTBSC 03/22 DECLARATIONS OF INTEREST**

### **Resolved /-**

There were no declarations of interest.

## **GMTBC 04/22 MINUTES OF THE GM TRANSPORT BUS SERVICES SUB COMMITTEE MEETING HELD 19 NOVEMBER 2021**

### **Resolved /-**

That the minutes of the GM Transport Bus Services Sub Committee meeting held 19 November 2021 be approved as a correct record.

## **GMTBSC 05/22 BUS OPERATOR UPDATE**

Bus operators were invited to update the Committee on the current situation within the sector. Issues raised included-

- Current service patronage levels were highlighted. Services were now offering in the range of 95-100% of pre-covid mileage. However, the reintroduction of Plan B measures had seen patronage levels start to drop off again to around 70-75% patronage. It was now slowly improving day on day from its lowest point post-Christmas, but still fell somewhat short of where patronage levels had returned to in the autumn.
- There was increasing concern around the lack of clarity on the bus recovery grant funding that was due to expire on 4<sup>th</sup> April 2022. The lack of advice from government on this had left operators feeling 'in limbo'. It was unlikely that pre-covid patronage levels would be reached by April, and no support funding could have serious implications upon the ability to run a full complement of services.
- The ending of the concessionary reimbursements would also have an impact upon funding, and discussions on this with TfGM were being sought.
- Staff sickness absence rates were now falling from their peak of up to 10% and most operators were running at an approximate 7% deficit in drivers.
- All operators were undertaking recruitment schemes with campaigns, with a positive increase in applications being seen. However, the ability to employ was still at the mercy of licensing delays with the DVLA.
- It had been noted that quite a large number of bus drivers who had departed to take on HGV work were returning to bus services due to a preference for the sort of hours being worked.
- Retrofit work continued on Euro6 compliance ahead of the Clean Air Zone introduction in May 2022.
- It was acknowledged that bus driver shortages in the wider national picture had been more difficult than within GM that had a relatively high rate of driver retention.

The Chair thanked operators for their updates and invited Committee Members to comment and ask questions.

Members noted that the largest areas of concern around driver cover were in the late night and early morning shifts. Was this due to unsocial hours, or was it related to worries around vandalism and antisocial behaviour? It was advised that drivers had not expressed specific concerns around working shifts related to anti-social behaviour and that it was more a case of unsocial hours, with weekends being particularly acute on this front.

Members further enquired about concerns around funding post-April. Asking if the government had been written to with a request for clarity. It was confirmed that TfGM were in active discussion with the Department for Transport (DfT), and as recent public statements had shown, Metrolink was in a similarly concerning position. It was clear that the DfT needed to make a strong case to the Treasury, but this appeared to be, as previously referenced 'in limbo' at the present time.

Officers highlighted that a formal announcement was still being awaited on GM's submission to the Bus Services Improvement Plan (BSIP). The Plan included a multi-million-pound request to stabilise the network. So it may be that the funding comes through this route, though it was acknowledged that the receipt of the monies was more important than the route by which it came.

The Chair suggested that a statement on these concerns at the next meeting of the overarching Transport Committee (covering concerns around both bus service and Metrolink funding) would be welcome. Arrangements would be made for Cllr Aldred as Chair of the Transport Committee to prepare a statement, that would be forwarded to all Transport Committee Members in advance to ensure a cross-party consensus.

Members asked about new driver applications and how many of these as a percentage had been received from people who had driven buses previously. It was advised that some operators chose to re-focus on those who had not driven previously, as these could be trained from scratch in the 'mould' of the operator and provide a high-quality service.

Members asked if modelling had been done around different patronage levels following the

removal of support funding. It was confirmed that TfGM were working up potential scenarios and related implications, however there was a significant lack of certainty around patronage levels currently with the potential for further COVID surges. Discussions had taken place around BSIP modelling of worst-case scenarios and what could be done with smaller pots of funding.

Members sought additional information on the fleet conversion to Euro6 emission standards. The Chair asked that all operators write to him to confirm their current position in relation to the Clean Air Zone requirements, so that he could then feed this information back to the Committee. TfGM advised that they would also provide an update in advance of the next Transport Committee meeting on the status of the Bus retrofit programme across Greater Manchester.

Bus operators sought for it to be put on the record that they welcomed the level of co-operation seen between TfGM and themselves on the necessary amendments to bus schedules during the COVID pandemic. This co-operation had resulted in a relatively smooth operation in what could have been, and in many parts of the country was, a controversial and difficult environment.

Operators stated that they still had significant concerns in terms of vandalism issues. Some operators were having to spend in the region of £2000 per week on replacing windows. This impacted upon the ability to fund other areas and needed to be addressed ahead of the summer which historically proves to be the worst period for vandalism of this kind. The Chair requested that Rotala/Diamond bus representatives be asked to lead on providing an update on the levels of bus vandalism currently taking place across their fleet.

Members agreed with the concerns around vandalism, and that the lack of reporting around prosecutions on this matter was troubling. If this was not addressed, there were concerns it could impact further upon driver availability for evening services.

Bus operators were asked about their stance on face coverings ahead of a relaxing of the 'Plan B' requirements. It was advised that operators were still working through the messaging on this following the sudden announcement. The Chair asked that any updates bus operators were able to provide on their approach to the use of face coverings on buses following the ceasing of Plan B requirements be forwarded to himself for wider

dissemination.

### **Resolved /-**

1. That the verbal updates presented by bus operators be noted, particularly in relation to the ongoing uncertainties around the Bus Recovery Grant post 4th April 2022, the reduction of concessionary reimbursements, and continuing issues with anti-social damage to buses.
2. That it be noted that services were now offering 95-100% of pre-covid mileage, but post-Christmas following the introduction of Plan B had only been recording 70% patronage levels compared to pre-covid.
3. That it be noted that COVID-19 related sickness absences were now beginning to drop across bus operators, but still continued to cause higher levels of sickness absence than pre-COVID overall.
4. That it be noted that whilst bus driver applications were at healthy levels, the ability to train and put them on the roads remained hampered by DVLA delays.
5. That it be noted that TfGM were in ongoing discussions with the Department of Transport with a view to establishing to position on grant funding post 4<sup>th</sup> April 2022 for bus services.
6. That arrangements be made for Cllr Mark Aldred (Chair of the Transport Committee) to make a statement at the next full Committee meeting expressing the concerns raised around the need for further support funding for both the bus and Metrolink networks.
7. That the statement referred to in decision 6 (above), be shared as a draft with all Transport Committee members ahead of the meeting to ensure a cross party consensus.
8. That all bus operators be asked to provide the Chair with an update on their current position in working towards meeting Clean Air Zone requirements ahead of the next meeting of the Transport Committee, which the Chair will then circulate to all Committee

Members.

9. That TfGM be asked to provide an update in advance of the next Transport Committee meeting on the current status of the Bus retrofit programme across Greater Manchester.
10. That it be noted that bus operators welcomed the level of co-operation seen between themselves and TfGM on the necessary amendments to bus schedules during the COVID pandemic.
11. That Rotala/Diamond bus representatives be asked to provide an update on the levels of bus vandalism currently taking place across their fleet.
12. That any updates bus operators were able to provide on their approach to the use of face coverings on buses following the ceasing of Plan B requirements be forwarded to the Chair.

## **GMTBSC 06/22 CHANGES TO THE BUS NETWORK AND REVIEW OF SUBSIDISED BUS SERVICES BUDGET**

Nick Roberts, Head of Services & Commercial Development, TfGM reported to the Committee on the changes that had taken place to the bus network since the last Bus Services Committee meeting, and any forthcoming changes due.

There had been significant engagement with elected members regarding the proposed changes outlined within this report, including –

- Keeping Cllr Sykes updated on the 482 and 408 services.
- Cllr Cosgrove had been updated on actions related to the provision of the Derker service.
- At the request of Cllr Aldred, TfGM officers had met with Cllrs Bull, Sykes & Fletcher in relation to the 607/608 service in Wigan. With it being agreed that more work would be done on publicity around Ring and Ride.
- The rationale around changes to the 467/468 service were shared with Cllr Peel.
- Cllr Leech received information in relation to Services 571/572.

- Cllr Meller was updated on changes to the 307/308 routes.
- Cllr Briggs was being contacted about the Hail and Ride Scheme.
- It was also highlighted that following member requests, contextual maps had now been added to changes to bus services reports.

It was advised that Annex A highlighted commercial changes in the market. It was currently relatively quiet due to the previously discussed issues around the funding situation.

It was advised that Annex C was largely a case of 'sweeping up unresolved changes' and Officers were engaging as much as possible to relevant councillors. As always there was a focus on offering value for money wherever possible. However, there had been cases where there had been a review of the cost per passenger and allowance had been made for a slightly higher rates in some cases to ensure that no areas were left without services. The 18 and 94 services were highlighted as examples of this.

The return of the 280 service at Dunham Massey following issues with a low bridge was welcomed, as were the improvements to the 467/8 service in Bury. Following a lot of discussion around significant changes to the Rochdale and Oldham services. The bigger picture around these changes had been fully explained to local elected members and there was more acceptance of these as positive changes now.

The Chair thanked officers for the update and welcomed comments and questions from Committee Members.

Members noted that the Dunham Massey 280 service changes were welcome, though some residents still expressed concerns.

Members highlighted some concerns around the 84A service. There was no opposition to what had been proposed, but there were some concerns around the future punctuality of the service. There were specific concerns that the integration of cycle lanes into Barlow Moor Road had overcomplicated this part of the road network and was leading to significant traffic issues. It was asked whether TfGM were involved in discussions around the implementation of these cycle networks. It was confirmed that joint meetings with relevant colleagues were taking place on the integration of the cycle lanes and bus networks.



Members asked if a piece of work had ever been inaugurated to look at split services and the cost impact of imposing this upon residents. It was confirmed that avoiding a cost impact on split services necessitates an integrated ticket offered by the same service provider. If the split required a move to a different operator, then this was not possible, and the implementation of any split service would always look to avoid this scenario.

Members asked that TfGM officers undertake a piece of work analysing where split services had resulted in an impact cost due to the lack of integrated through ticketing between services.

**Resolved /-**

1. That the changes to the commercial network set out in Annex A be noted by Members.
2. That the proposals that no action is taken in respect of changes or de-registered commercial services set out in Annex A be agreed by Members.
3. That the action taken in respect of the service change set out in Annex B be noted by Members.
4. That the proposed changes to general subsidised services set out in Annex C be agreed by Members.
5. That the update on all work undertaken to address the actions arising from the previous meeting be noted by Members.
6. That Members welcomed the addition of maps to the report.
7. That changes to the 280 service at Dunham Massey be welcomed, despite the ongoing concerns of a few residents.
8. That concerns around the 84A service punctuality due to ongoing works on Barlow Moor Road be noted.
9. That it be noted that ongoing conversations were taking place at TfGM with regards to

the integration of new cycle lanes into the road network, particularly the works currently taking place on Barlow Moor Road.

10. That TfGM officers be asked to undertake a piece of work analysing where split services have resulted in an impact cost due to the lack of integrated ticketing between services.

#### **GMTBSC 07/22 GMTC WORK PROGRAMME**

Gwynne Williams, Deputy Monitoring Officer to the GMCA presented the latest iteration of the Greater Manchester Transport Committee work programme for members consideration.

#### **Resolved /-**

That the proposed work programme for the GM Transport Committee and its Sub Committees be noted.

#### **GMTBSC 08/22 EXCLUSION OF THE PRESS AND PUBLIC**

#### **Resolved /-**

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.

#### **GMTBSC 09/22 CHANGES TO THE BUS NETWORK AND REVIEW OF SUBSIDISED BUS SERVICES BUDGET**

#### **Resolved /-**

That the financial implications of forthcoming changes to the bus network be noted.

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

Date: Friday 18 March 2022

Subject: Bus Network Performance Report

Report of: Stephen Rhodes, Customer Director & Interim Head of Bus Services, TfGM

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### **Purpose of Report**

To inform members of the performance of the Greater Manchester bus network during the August 21 to January 22 period, with particular focus on the subsidised bus network.

### **Recommendations:**

Members are asked to note and comment on the contents of the report.

### **Contact Officers**

Stephen Rhodes, Customer Director & Interim Head of Bus Services, TfGM

[stephen.rhodes@tfgm.com](mailto:stephen.rhodes@tfgm.com)

Martin Shier, Bus Partnerships Delivery Manager, TfGM

[martin.shier@tfgm.com](mailto:martin.shier@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: 0**

## **Comments/recommendations from Overview & Scrutiny Committee**

N/A

## **Background Papers**

None

## **Tracking/ Process**

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

No

## **Exemption from call in**

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?

No

## **GM Transport Committee**

N/A

## **Overview and Scrutiny Committee**

N/A

# 1 INTRODUCTION

- 1.1 Greater Manchester has an extensive bus network covering approximately 52.5 million miles between February 2021 and January 2022 (an increase of 14% compared with the financial year of 2020/2021) and supporting an annual ridership of 122.2 million passengers (an increase of 51.3 million passengers compared with the financial year of 2020/21). The network (583 services) is provided on both a commercial and subsidised basis by 40 operators (as of January 2022).
- 1.2 Transport for Greater Manchester (TfGM), financially supports and manages the subsidised bus network on behalf of the Greater Manchester Combined Authority (GMCA). The subsidised network (17.8% of the overall network mileage) is provided utilising a budget of £31 million (2021/22). The funding level supports areas of the network which are not deemed commercially viable by operators, but are considered socially necessary, and also delivers an extensive network of school bus services.
- 1.3 Bus service provision represents a vital element of the Greater Manchester public transport network. Currently, three out of every four public transport journeys in Greater Manchester are undertaken by bus services. It is therefore essential that the performance of the bus network is closely monitored and understood, ensuring that not only is the quality of provision and customer journey experience maintained and enhanced, but the subsidised services budget is effectively and efficiently deployed.
- 1.4 Transport Focus surveys have consistently indicated that key customer priorities are value for money, driver behaviour, punctuality, and journey time.
- 1.5 This report covers the period of August 2021 – January 2022 which includes the impact of the ongoing pandemic, a period of national lockdown along with subsequent government support measures, including advising where possible for people to work at home, essential travel only messaging and social distancing on buses reducing passenger capacity.
- 1.6 Patronage and mileage reporting continued throughout the pandemic period but both measures were significantly impacted and a return to pre-Covid patterns of travel have yet to become clear.






- 1.7 Commercial network – this has operated at around 80-90% of pre-Covid levels during the period of reporting though it is to be noted that reductions have been made to frequencies in many cases as a result of the significant and ongoing national driver shortage.
- 1.8 Subsidised network – General subsidised bus services operated at 100% of pre-Covid mileage throughout the reporting period. In addition, school service mileage was also at 100% of pre-Covid levels.

## **2 OPERATIONAL PERFORMANCE**

- 2.1 This section of the report presents network wide bus operational performance statistics for the Greater Manchester region, extracted from TfGM's in-house Punctuality Reliability Monitoring System (PRMS). Performance levels are tracked against internal and Traffic Commissioner targets.
- 2.2 Figure 1 provides a comparison of the months August – January in 2020/2021 and 2021/2022 of the key bus services operational performance indicators, split between those registered to adhere to a timetable with specific departure times (scheduled services) and those registered to operate six buses an hour or more, with the associated timetable stating the service frequency (frequent services).
- 2.3 PRMS manual observations were suspended between April 2020 and September 2020 due to the coronavirus pandemic. Estimates for these months have been generated using the previous 3 years of data (17/18, 18/18 and 19/20) for reliability, punctuality, and regularity. The 2020/2021 results include these estimates along with actual survey observations for the period of October 2020 – March 2021.



**Figure 1: Bus Service Operational Performance**

Indicator	Standard	August 2020 – January 2021		August 2021 – January 2022		Direction Change
		Number of Observations	%	Number of Observations	%	
<b>Scheduled Services</b>						
Reliability	97.00%	32,177	98.33%	28,857	96.30%	
Start Point Punctuality	90.00%	14,580	91.28%	13,679	85.47%	
Mid-Point Punctuality	70.00%	17,598	86.46%	15,178	77.61%	
Overall Punctuality	80.00%	32,177	88.64%	28,857	81.34%	
<b>Frequent Services</b>						
Regularity	97.00%	12,262	97.98%	11,043	95.33%	

### **Scheduled Service Performance**

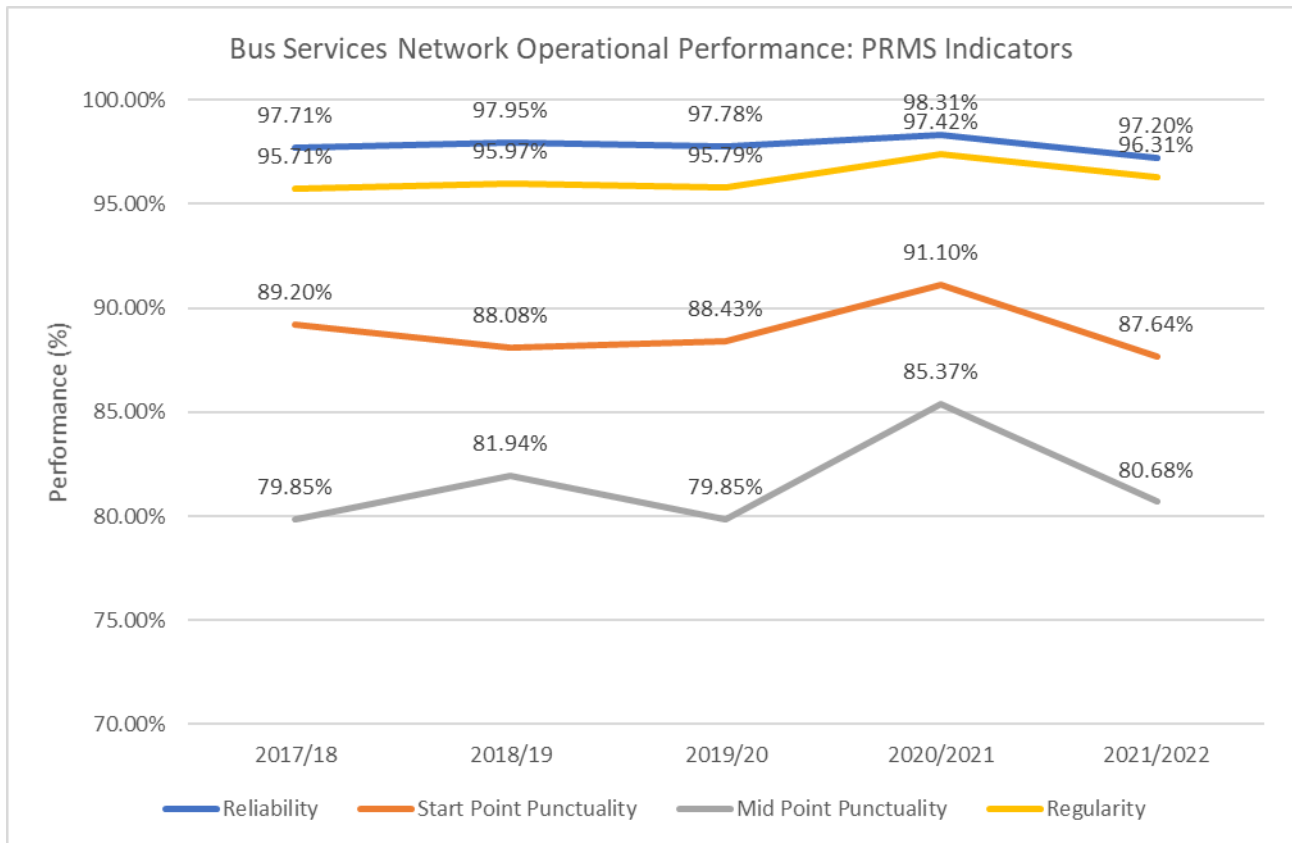
- 2.4 The reliability of scheduled services (Figure 1) at the network level was 96.30% for the 6-monthly period between August 2021 – January 2022, representing a declining position from the level achieved for the 6-monthly period between August 2020 – January 2021 (98.33%). The level of performance has fallen below the Traffic Commissioner’s minimum standard of 97.00%.
- 2.5 Over the last 5 years, the reliability of scheduled services (Figure 2) at the network level has remained above the CoC VPA standard of 97.00%.
- 2.6 Start-point punctuality of scheduled services is an area where TfGM has sought more action on the part of the operator, as it is incumbent on them to provide reasonable recovery time and develop contingency plans to enable journeys to start punctually. Traffic congestion in the Regional Centre has historically hampered the increased recovery times put in place by some operators, particularly given the limited space available for vehicle layover.
- 2.7 The start-point punctuality of scheduled services (Figure 1) at the network level was 85.47% for the 6-monthly period between August 2021 – January 2022, representing a declining position from the level achieved for the 6-monthly period

between August 2020 – January 2021 (91.28%). The level of performance has fallen below the Traffic Commissioner’s minimum standard of 90.00%.

- 2.8 Over the last 5 years, start-point punctuality of scheduled services (Figure 2) at the network level has remained at the anticipated minimum standard of 90.00%. Performance fell between 2017/2018 and 2018/2019, improved between 2019/2020 and 2020/2021, before falling during the 10 months of 2021/2022. The fall in performance between 2017/2018 and 2018/2019 reflected the scale and intensity of the infrastructure works in the Regional Centre and on the key radial corridors, and the level of planned and unplanned roadworks and events during that time.
- 2.9 The mid-point punctuality of scheduled services (Figure 1) at the network level was 77.61% for the 6-monthly period between August 2021 – January 2022, representing a declining position from the level achieved for the 6-monthly period between August 2020 – January 2021 (86.46%). The level of performance remains above the Traffic Commissioner’s minimum standard of 70.00%.
- 2.10 Over the last 5 years, mid-point punctuality of scheduled services (Figure 2) at the network level has remained above the minimum standard of 70.00%.
- 2.11 Overall punctuality for scheduled services (Figure 1) at the network level was 81.34% for the 6-monthly period between August 2021 – January 2022, representing a declining position from the level achieved for the 6-monthly period between August 2020 – January 2021 (88.64%). The level of performance remains above the Traffic Commissioner’s standard of 80.00%.
- 2.12 Performance of the key bus services operational performance indicators have fallen in the 6 month period comparison. There continues to be a general driver shortage impacting the bus industry and the ability to provide services as planned as well as increased congestion and roadworks taking place on the network, affecting performance.
- 2.13 An Operational Performance Reporting system is being introduced which uses both automated vehicle location (AVL) and timetable information to determine punctuality and reliability performance and will supersede the PRMS process. Data is collected for all services and journeys covering the Greater Manchester network, for the commercial and subsidised network, including the school services.

2.14 All of Greater Manchester operators have been integrated into the Operational Performance Reporting system, with full performance reporting expected from the system by October 2022.

**Figure 2: Bus Services Network Operational Performance and Trend**



**2021/2022 Data is for the period April 2021 – January 2022**

### Frequent Service Performance

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

2.16 The mid-point regularity of frequent services (Figure 1) at the network level was 95.33% for the 6-monthly period between August 2021 – January 2022, representing a declining position from the level achieved for the 6-monthly period

between August 2020 – January 2021 (97.98%). The level of performance has fallen below the Traffic Commissioner's standard of 97.00%.

2.17 Over the last 5 years, regularity of frequent services (Figure 2) at the network level has been below the minimum standard of 95%, with the exception of the 2020/2021 financial year.

## **Fleet Profile**

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

- Nitrogen oxides
- Carbon monoxide
- Hydrocarbons
- Particulate matter

2.19 The first Euro emission standard (Euro 1) was introduced in 1992 and the latest Euro 6 emission standard in 2015. It is believed that the EU is planning to introduce a new Euro 7 emission standard in the coming years.

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

2.21 Figure 3 highlights the observed profile of the network bus fleet, in terms of vehicle age and the engine emissions standard. The vehicle fleet profile is based upon the fleet data collated as part of the Clean Air programme.

**Figure 3: Vehicle Fleet Profile**

Vehicle Type	31/03/2021	30/09/2021	Direction Change
Euro IV+	94.51%,	97.57%	Improving
Euro VI	36.53%	53.35%	Improving
Hybrid Diesel	13.45%	11.33%	Worsening
Electric Only	1.83%	1.51%	Worsening
Vehicle Age (Average)	9.2 years	9.2 years	Stable

2.22 At end of September 2021, 97.57% of vehicle engines were of an emission standard of 4 and above and 53.35% of these vehicle engines were of an emission standard of 6, an increase compared with the end of March 2021, with the aim of improving air quality. However, the usage of hybrid diesel engines has fallen between the 31/03/2021 and 30/09/2021 from 13.45% to 11.33%.

2.23 GM's Clean Air Zone (CAZ) will be introduced later this year, following the ongoing review of the scheme. In recognition of the need to support operators with upgrading their vehicles to meet the emissions standards and avoid paying CAZ penalties which could threaten the sustainability of the network, TfGM secured funding from central government to enable operators to retrofit or replace their buses to Euro VI standard. The Clean Bus Technology Fund which was available during 2018 and 2019 resulted in 280 vehicles being retrofitted. The Clean Bus Fund which has been live since November 2020 enabled all operators to apply for retrofit funding for eligible vehicles. Of the 1013 vehicles identified as being eligible, there have been 877 vehicles accepted for the scheme from 22 different operators and fitment of the retrofit equipment has been completed or claimed for 366 vehicles. Additionally, 51 vehicles have been approved for Replacement funding, 6 of which have been acquired. The average age of the vehicle fleet has remained stable between March and September 2021 at 9.2 years. The Department of Transport (DfT) most recent annually reported average vehicle fleet age for England was 8.5 years in 2020/2021\*. The national average vehicle age (excluding London) for the same period was 9.5 years\*, comparable with the TfGM figure for the same period.

*\*Department for Transport Annual Bus Statistics for England 2019/2020, Bus Indicator 0605*

### **3 SUBSIDISED BUS NETWORK PERFORMANCE**

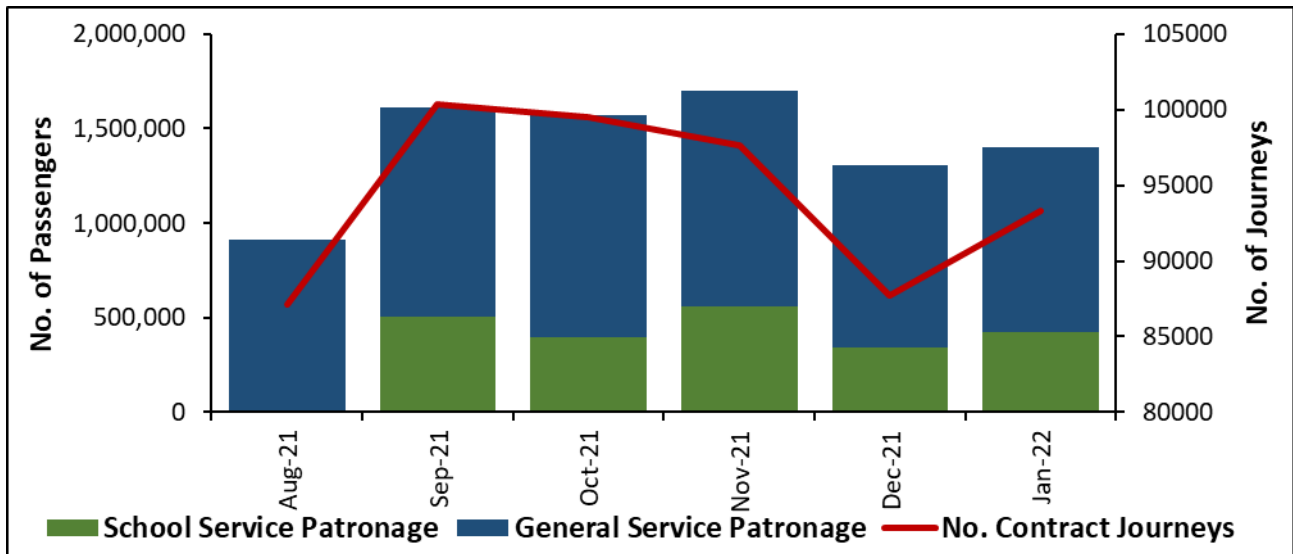
#### **Overview**

- 3.1 Over the 6-month period August 2021 – January 2022, the total estimated bus network mileage within Greater Manchester was 26,730,793 miles. Commercial services provided 80.86% (21,615,419 miles) of the total estimated bus network mileage and TfGM subsidised the remaining 19.14% (5,115,374 miles), supporting socially necessary and school bus services.
- 3.2 In January 2022, there were 464 subsidised service contracts in operation, compared with 483 in January 2021. In January 2022, there were 288 school subsidised service contracts and 176 general (normal) subsidised service contracts, provided by a total of 21 operators. The largest 3 operators of subsidised service contracts in January 2022 were Stagecoach Manchester (113 contracts/24.35% market share), Vision Bus Ltd (50 contracts/10.78% market share) and R.S. Tyrer and Sons (47 contracts/10.13% market share).
- 3.3 In January 2022, subsidised bus mileage was estimated to be 856,758 miles, compared with 798,664 miles in January 2021, an increase of 7%. The largest 3 operators of subsidised bus mileage in January 2021 were Stagecoach Manchester (251,382 miles/29.34% mileage share), Diamond Bus (131,855 miles/15.39% mileage share) and Vision Bus Ltd (105,436 miles/12.31% mileage share).

#### **Patronage**

- 3.4 Patronage information is collated and analysed each month to identify trends, increase our understanding of passenger demand across the subsidised bus network and facilitate contract management. Figure 4 presents the monthly patronage profile on subsidised bus services, along with the number of contracted journeys for the August 2021 – January 2022 period.

**Figure 4: Subsidised Bus Service Patronage (August 2021 – January 2022)**



3.5 Overall subsidised service patronage, including the school and general services for August 2021 – January 2022 was 8,503,202, on 565,673 journeys, with an average of 15 passengers per journey. The level of patronage has increased by 57% (3,101,703 passengers) compared with the patronage level recorded between August 2020 – January 2021 of 5,401,499 passengers and reflects the change and recovery in bus travel following the COVID-19 pandemic. The number of journeys has fallen by 2% compared with the number of journeys recorded between August 2020 – January 2021 of 579,322 journeys. Average passengers per journey between August 2020 – January 2021 was 9.

3.6 General subsidised service patronage for August 2021 – January 2022 was 6,280,269. The level of patronage has increased by 61% (2,368,418 passengers) compared with the patronage level recorded between August 2020 – January 2021 of 3,911,851 passengers as pandemic-related restrictions were lifted.

3.7 Between August 2021 – January 2022, the main 3 operators carrying general services subsidised patronage were Stagecoach Manchester (52.70% and 3,309,444 passengers), Diamond Bus (11.92% and 748,551 passengers) and Go North West (8.47% and 531,761 passengers).

3.8 Schools subsidised service patronage for August 2021 – January 2022 was 2,222,933. This represents an increase of 49% (733,285 passengers) compared with 1,489,648 passengers between August 2020 – January 2021. This reflects the impact of the school closures and suspended services between January – February 2021.

- 3.9 Between August 2021 – January 2022, the main 3 operators carrying schools subsidised patronage were: Stagecoach Manchester (18.93% and 420,766 passengers), R.S. Tyrer and Sons (18.25% and 405,696 passengers) and Belle Vue Coaches (13.52% and 300,527 passengers)
- 3.10 Subsidised service patronage is slowly recovering. Patronage for the rolling 12-month period of February 2021 – January 2022 was 14,620,663 passengers and remains 26% lower compared with the 2019/2020 financial year (19,675,699 passengers).

### **Contract Cost**

- 3.11 Contract payments for the subsidised services totalled £13,936,755 for the period of August 2021 – January 2022. This is a 2.07% (£294,685) reduction in the expenditure for contract payments in the 6-month period between August 2020 – January 2021 (£14,231,441)
- 3.12 The cost per passenger for the period of August 2021 – January 2022 was £1.64, a decrease of 37.79% compared with the cost per passenger for the 6-month period between August 2020 – January 2021 of £2.63.

### **Declared Lost Mileage**

- 3.13 Operators are contractually obliged to declare any lost mileage that occurs on TfGM contracts each month and these declarations are subsequently verified through analysis of their electronic ticket machine data. The proportion of declared lost mileage incurred on the subsidised service network between August 2021 and January 2022, broken down by contract type is presented in Figure 5.
- 3.14 Between August 2021 and January 2022, the declared lost mileage for all subsidised services was 50,306 miles, which represented 1.08% of the subsidised scheduled mileage. The significant service delivery issues relating to the national driver shortage must be acknowledged as a significant impact in the period under review. This is a significant increase compared with the period between August 2020 and January 2021 declared lost mileage for all subsidised services of 5,472

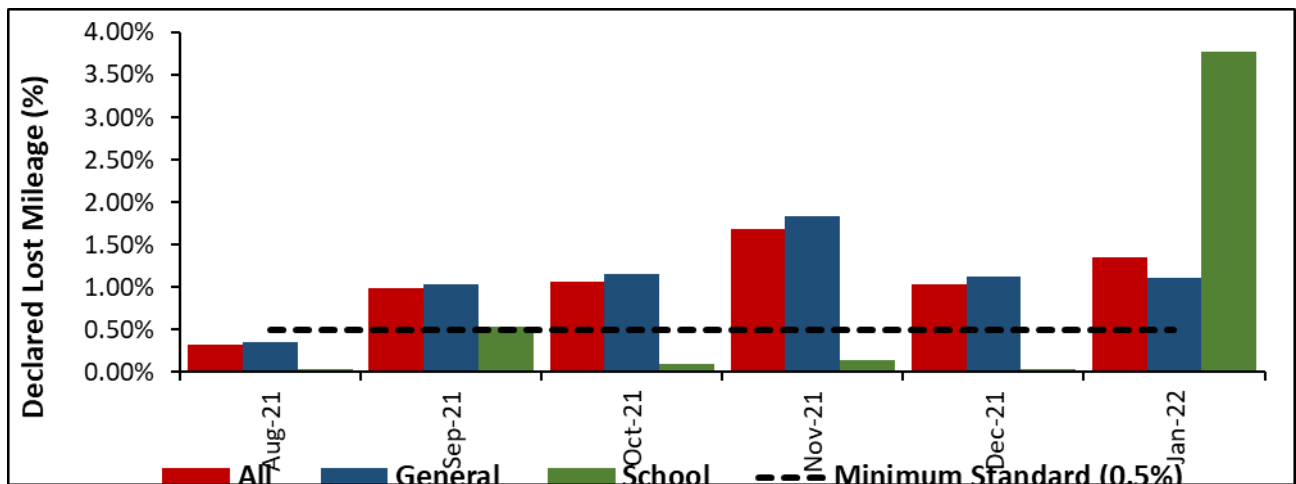


miles, representing 0.12% of the subsidised scheduled mileage. Declared lost mileage is above the industry standard of 0.5%.

3.15 General subsidised declared lost mileage for the period between August 2021 and January 2022 was 46,947 miles, representing 1.10% of the general subsidised scheduled mileage. This is a significant increase compared with the period between August 2020 and January 2021 declared lost mileage for all subsidised services of 5,083 miles, representing 0.12% of the subsidised scheduled mileage. Declared lost mileage is above the industry standard of 0.5%.

3.16 Schools subsidised declared lost mileage for the period between August 2021 and January 2022 was 3,358 miles, representing 0.79% of the school subsidised scheduled mileage. This is a significant increase compared with the period between August 2020 and January 2021 declared lost mileage for all subsidised services of 390 miles, representing 0.09% of the subsidised scheduled mileage. Declared lost mileage is above the industry standard of 0.5%.





**Figure 5: Declared Lost Mileage (August 2021 – January 2022)**



3.17 The main 3 reasons for declared lost mileage for all subsidised services as identified by operators during the period between August 2021 and January 2022 were: staff shortage (63.26% affecting 31,822 miles), bus breakdowns (13.57% affecting 6,826 miles) and industrial actions (5.94% affecting 5,952 miles).

## Operational Performance

**Figure 6: Subsidised Bus Network Operational Performance**

		August 2020 – January 2021		August 2021 – January 2022		
Indicator	Standard	Number of Observations	%	Number of Observations	%	Direction Change
Scheduled Services						
Reliability	97.00%	5,555	98.80%	4,851	98.20%	
Start Point Punctuality	90.00%	4,279	91.33%	3,705	87.34%	
Mid-Point Punctuality	70.00%	1,276	89.20%	1,146	82.90%	
Overall Punctuality	80.00%	5,555	90.80%	4,851	86.29%	

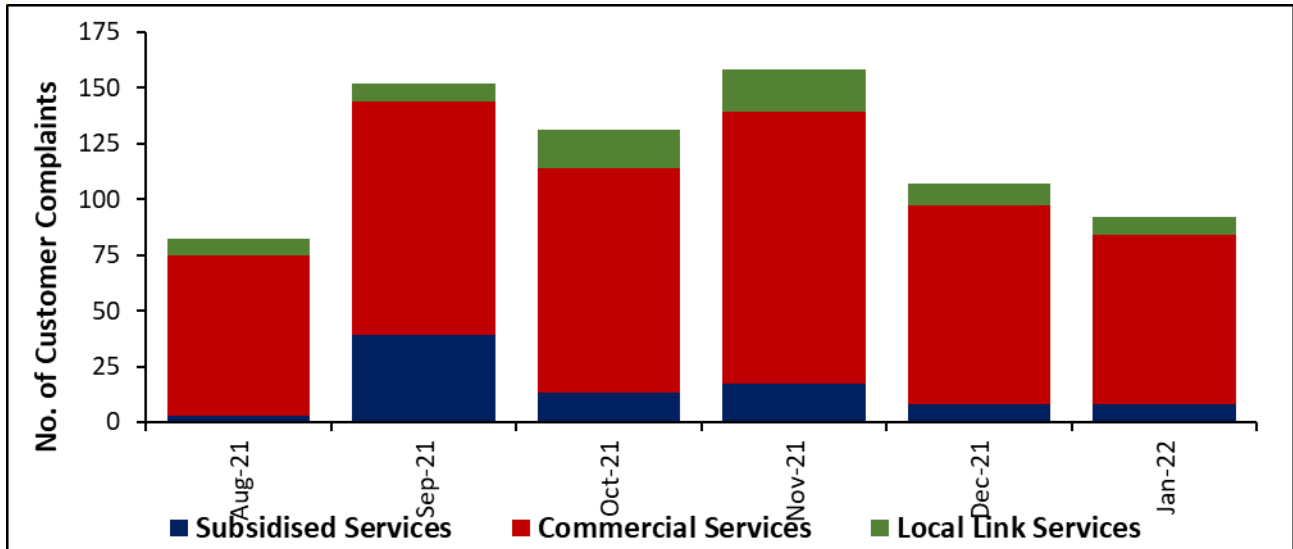
- 3.18 PRMS manual observations were suspended between April 2020 and September 2020 due to the coronavirus pandemic. Estimates for these months have been generated using the previous 3 years of data (17/18, 18/18 and 19/20) for reliability and punctuality. The 2020/2021 figures include some of these estimates along with actual survey observations for the period of October 2020 – March 2021.
- 3.19 The reliability of subsidised scheduled services (Figure 6) was 98.20% for the 6-month period between August 2021 – January 2022, representing a comparable and stable position compared with the 6-month period between August 2020 – January 2021 (98.80%). The level of performance remains above the Traffic Commissioner’s standard of 97.00%.
- 3.20 The start-point punctuality of subsidised scheduled services (Figure 6) was 87.34% for the 6-month period between August 2021 – January 2022, representing a decline in performance from the level achieved within the 6-month period between August 2020 – January 2021 (91.33%). The level of performance is below the Traffic Commissioner’s standard of 90.00%.
- 3.21 The mid-point punctuality of subsidised scheduled services (Figure 6) was 82.90% for the 6-month period between August 2021 – January 2022, representing a decline in performance from the level achieved within the 6-month period between August 2020 – January 2021 (89.20%). The level of performance remains above the Traffic Commissioner’s standard of 70.00%.

- 3.22 Overall punctuality for subsidised scheduled services (Figure 6) was 86.29% for the 6-month period between August 2021 – January 2022, representing a decline in performance from the level achieved within the 6-month period between August 2020 – January 2021 (90.80%). The level of performance remains above the Traffic Commissioner’s standard of 80.00%.
- 3.23 Performance of the key bus services operational performance indicators have fallen in the 6 month period comparison. There continues to be a general driver shortage impacting the bus industry and the ability to provide services as planned as well as increased congestion and roadworks taking place on the network, affecting performance.

### **Customer Comments**

- 3.24 There were 88 subsidised bus service comments/complaints received by TfGM during the period of August 2021 to January 2022, which were within the operators control and their responsibility. This is an increase of 144% in the number of comments/complaints received, compared with the 6-month period between August 2020 – January 2021 of 36, which were also deemed within the operators control and their responsibility.
- 3.25 There were 69 local link comments/complaints received by TfGM during the period of August 2021 to January 2022. This is an increase of 35% in the number of comments/complaints received, compared with the 6-month period between August 2020 – January 2021 of 51.

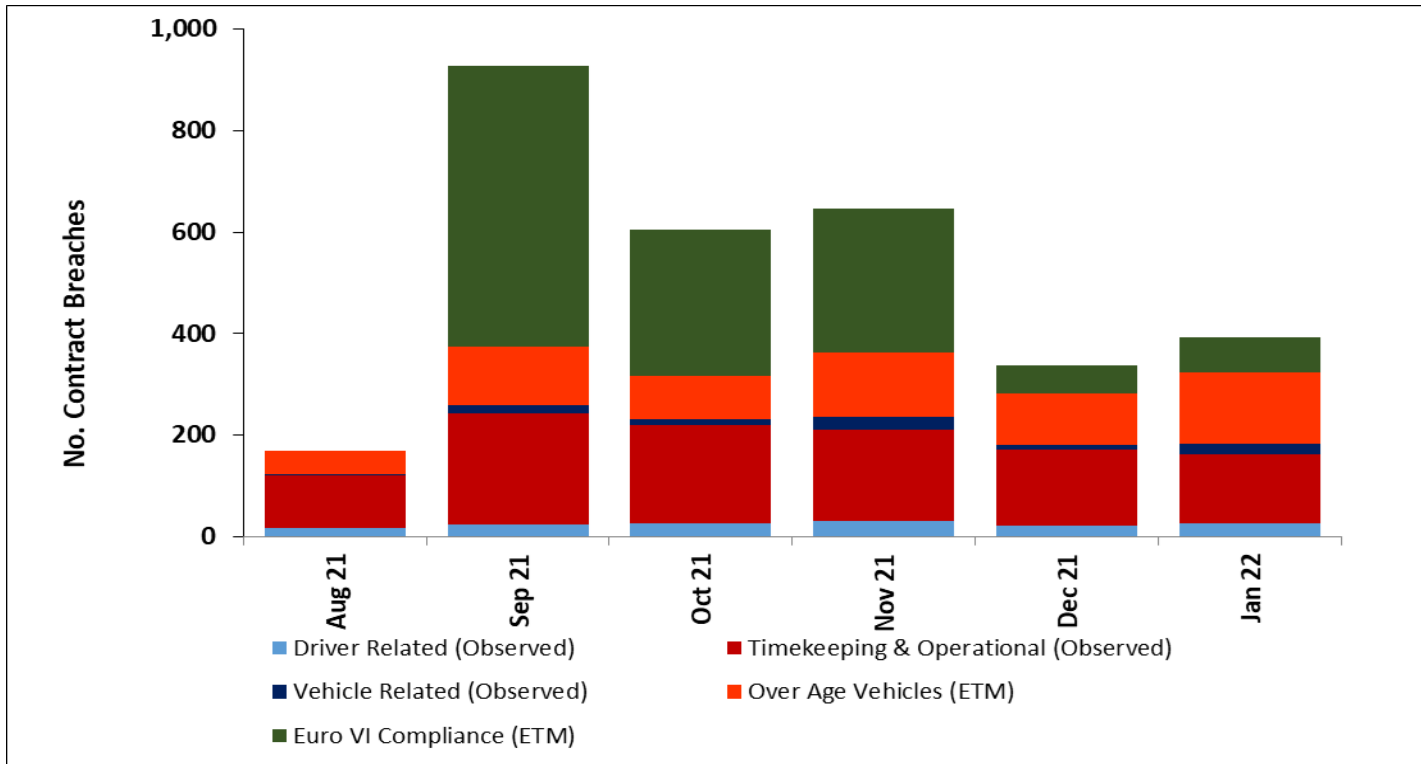
**Figure 7: Customer complaints/comments (August 2021 – January 2022)**



### Contract Breaches

- 3.26 Contract breaches are reported failures to deliver a subsidised service in accordance with the contract specification and result in a financial deduction being made from the operator’s monthly payment. The level of financial penalty is dependent on the number and composition of breach types. Figure 8 shows the monthly number of contract breaches by type and source for the period of August 2021 – January 2022.
- 3.27 40.60% of contract breaches between August 2021 and January 2022 were attributed to Euro VI non-compliance vehicles (1,249), 32.02% were due to timekeeping and operational breaches (985), 19.99% were attributed to over age vehicles (615), 4.62% were driver related (142) and 2.76% were vehicle related (85).
- 3.28 Euro VI compliance monitoring was introduced in September 2021 for new tendered contracts, as part of the Clean Air programme. There were 85 newly tendered school contracts awarded from the end of August 2021 and beginning of September 2021, equating to 120 school services which were required to be Euro VI compliant from September 2021.

**Figure 8: Contract Breaches (August 2021 – January 2022)**



### Vehicle Profile

- 3.29 An average of 1,742 vehicles were deployed each month on the Greater Manchester subsidised bus network during the period of August 2021 – January 2022.
- 3.30 In January 2022, the average age of the vehicle fleet used on the subsidised network was 9.45 years. When compared by contract type, the average age of the vehicle fleet used on general services was 9.33 years and on the school network was 10.41 years. The average age of the vehicle fleet overall and on both the general and schools network remains below TfGM tendered age limit of 15 years.

### Deductions from Operator Payments

- 3.31 Contract deductions are a financial deduction made from the operator’s monthly payment. Declared lost mileage and contract breaches, including employing overage vehicles on the network contribute towards the financial deductions made.
- 3.32 Contract deductions for the subsidised services totalled £195,515 for the period of August 2021 – January 2022. This is a 213% (£133,021) increase in the contract

deductions made in the 6-month period between August 2020 – January 2021 (£62,494)

- 3.33 Contract deductions represented 1.40% of the total contract payments paid (£13,936,755) in the period of August 2021 – January 2022, compared with 0.44% of the total contract payments paid (£14,231,441) during the 6-month period between August 2020 – January 2021.

## **4 COVID BUS SERVICE SUPPORT GRANT (CBSSG) AND BUS RECOVERY GRANT (BRG)**

- 4.1 The Bus Recovery Grant (BRG), a £226.5m fund which replaced CBSSG began on 1 September 2021 and will run to 5 April 2022. DfT agreed to pay operators (c£204m) in respect of eligible commercial services based on farebox revenue loss and mileage. A portion of this fund (c£25m) was reserved for LTAs to support tendered services affected by COVID and for enhanced cleaning at bus stations, interchanges, and bus stops. To be eligible for BRG, operators must not run less than 90% of overall scheduled commercial mileage although where there has been scope for justification to operate below this (such as the significant driver shortage issues) payments have continued.
- 4.2 As with CBSSG, operators have worked closely with TfGM on BRG to consult and agree on aggregate service levels. Unlike CBSSG, the BRG scheme has allowed operators to return profits. If an operator is making a pre-tax profit “at a level that DfT believes is excessive,” then all bodies concerned will ensure that the excess is “reinvested into the ambitions of the National Bus Strategy.
- 4.3 The scheme was designed to be a reducing grant to operators as passenger numbers recovered, however projected recovery levels have not been achieved. The sector had been adversely impacted by the increased COVID restrictions connected with Omicron which had not been anticipated by the DfT. As such, on 31 January, the DfT announced increased funding support for operators of c£26m nationally towards the original scheme ending 5th April. A further and final funding package has now been announced by the DfT to run for a further 6 months and totalling c£150m nationally. Details as to how this will be dispersed to operators and LTAs are anticipated in the very near future.

- 4.4 In Greater Manchester, the current BRG scheme is expected to pay commercial operators c£17m and from the LTA portion c£0.4m to be allocated to between tendered operators and TfGM's enhanced own cleaning regime.

## **5 RECOMMENDATIONS**

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

**Stephen Rhodes**

**Customer Director & Interim Head of Bus Services, TfGM**

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## GREATER MANCHESTER TRANSPORT COMMITTEE BUS SUB-COMMITTEE

Date: Friday 18 March 2022

Subject: Ring and Ride Performance and Recovery Update

Report of: Stephen Rhodes, Customer Director & Interim Head of Bus Services, TfGM

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### Purpose of Report

To note progress in relation to the delivery of Ring and Ride services by Greater Manchester Accessible Transport Ltd (GMATL) and its plans for recovery after Covid.

### Recommendations:

The Committee is requested to note and comment on the contents of the report.

### Contact Officers

Stephen Rhodes, Customer Director and Interim Head of Bus Services,  
[stephen.rhodes@tfgm.com](mailto:stephen.rhodes@tfgm.com)

Nick Roberts, Head of Services & Commercial Development, [nick.roberts@tfgm.com](mailto: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**

N/A

## **Financial Consequences – Capital**

N/A

## **Number of attachments to the report:**

N/A

## **Comments/recommendations from Overview & Scrutiny Committee**

N/A

## **Background Papers**

N/A

## **Tracking/ Process**

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

No

## **Exemption from call in**

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?

No

**GM Transport Committee**

N/A

**Overview and Scrutiny Committee**

N/A

## 1. INTRODUCTION

- 1.1 The Ring and Ride service provides door to door, demand responsive transport to residents of Greater Manchester who find it difficult to use conventional public transport due to disability or mobility issues.

## 2. BACKGROUND

- 2.1 The Ring and Ride service is operated by Greater Manchester Accessible Transport Ltd. (GMATL) and grant funded by TfGM.

- 2.2 The grant is awarded subject to GMATL's compliance with a Service Level Agreement (SLA) which details key service performance standards that must be delivered to ensure the service's social inclusion objectives.

- 2.3 In April 2016, GMATL introduced the following eligibility criteria on Ring and Ride. Passengers can now only use the service if they:

1. hold a TfGM Concessionary Plus Pass (available to those with the following: Severe walking difficulties; registered partially sighted; profoundly or severely deaf; or have been/would be refused driver's license for medical reasons); or
2. hold a TfGM Concessionary Disabled Person Pass (available to the following: registered blind; profoundly deaf and cannot speak/limited speech that is difficult to understand; learning difficulties; cannot use both arms; cannot talk; ex-serviceman or woman with serious walking difficulties as a result of losing a leg; or would be refused driving license as a result of severe and long-term mental health problems); or
3. are 70 years old or over, have mobility issues and hold a TfGM Older Person's Concessionary Pass; or
4. are a TfGM Travel Voucher user; or
5. are an ex-serviceman or woman with serious walking difficulties as a result of losing a leg.

- 2.4 In 2019/20 the grant to GMATL to fund Ring and Ride services was increased to £4.6 million which included £0.3 million to part fund the replacement of up to 31 fleet vehicles. Following the onset of the pandemic, in 2020/21 the grant was reduced to £3.27 million to reflect the lower level of demand, with an additional £170,000 for

lease vehicles. In 2021/22 the grant was £3.5 million with an additional £163,000 for lease vehicles. The grant and additional lease vehicle allocation will remain at £3.5 million with an additional £186,000 for lease costs in 2022/23.

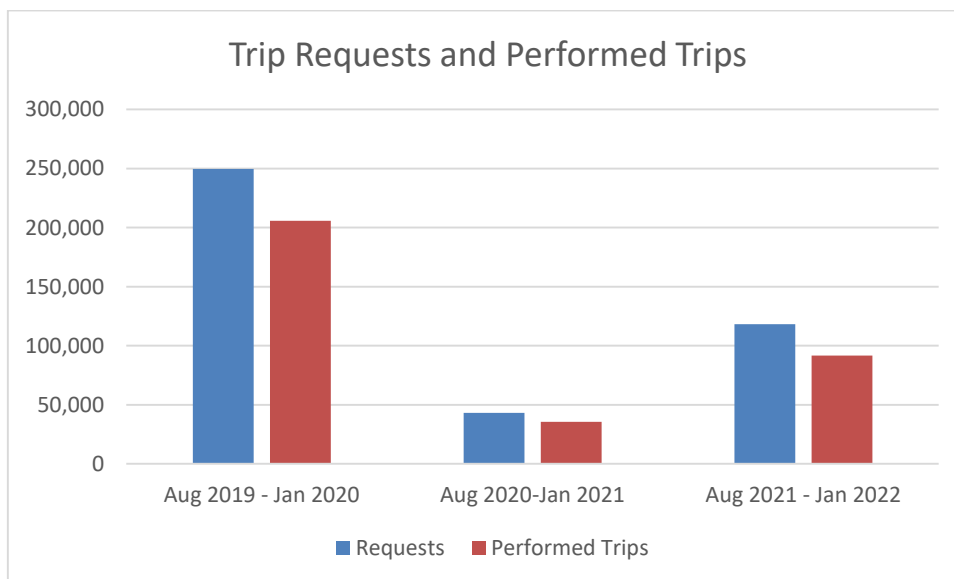
### **3. RESPONSE TO THE PANDEMIC**

- 3.1 Due to Covid-19 Ring and Ride delivered a significantly reduced service in 2020/21. After initially being suspended in March 2020, in line with other operations across the country, the service did gradually restart with safety restrictions in place. A limited service resumed on 18th May which was aimed at essential journeys and hospital trips. Initial usage of the service was around 2% of pre-Covid levels and by the end of July the level of usage had risen to around 11%.
- 3.2 Normal service for passengers travelling in wheelchairs and those requiring physical assistance resumed from 1st September 2020. In the 2020/21 financial year there were 53,167 trips, which represents 13.6% of pre-Covid patronage (2019/20). By April 2021 patronage levels were around 22% of pre-Covid levels, but the demand steadily rose to 54% by November 2021. There was a slight dip in December due to the concerns around the Omicron variant, but early indicators show that the patronage is likely to be above 50% by February 2022.
- 3.3 The service is currently operating at the usual times (between 8am to 10.45pm Monday to Saturday and 8am to 10.25pm on Sunday) but with reduced vehicle numbers (40, compared to 57 before Covid). This number of vehicles is required to cover the pre-Covid operating times across all areas.
- 3.4 As demand increased, users started to experience very low levels of refusals again (being unable to access a requested journey at booking stage) by October 2021, peaking at 2.5%. This compares to an average of 5.82% in the calendar year pre-Covid. GMATL adjust driver rosters periodically to best reflect vehicle resources; and review schedules to best meet demand. When it is appropriate, more resources will be reintroduced as required.
- 3.5 Since the beginning of the vaccination roll-out in January 2021, Ring and Ride has provided 585 trips to the Etihad Campus and to the various vaccination centres across Greater Manchester. To support the vaccination effort, Ring and Ride relaxed their booking parameters to allow passengers under 70 years of age with a concessionary travel pass to access vaccination centres on a temporary basis. Journey mile limits were also relaxed from 6 miles to up to 10 miles for this purpose.

## 4. IMPACT OF COVID ON RING AND RIDE SERVICES

- 4.1 As of 31st January 2021, there were 7,118 registered Ring & Ride users of which 673 were wheelchair users. This compares to a total of 13,729 registered users and 1,261 wheelchair users when the previous Ring and Ride report was taken to this Sub Committee in March 2021. The reason for this decrease is that GMATL periodically remove non-active users from their database in line with data protection laws. The number of active registered users as of January 2022 (members who have used the service within the previous twelve months) is 3,436 compared to 4,286 in January 2021 and 6,435 in January 2020.
- 4.2 During the six-month period from August 2021 to January 2022 there were 118,169 trip requests and 91,800 trips performed. Trips were up by 88% compared to the same period in August 2020-January 2021 when there were 43,241 trip requests and 35,688 performed trips. Compared to the same period in August 2019- January 2020 (pre-Covid) trips were down by 76% during which time there were 249,788 trip requests and 205,788 performed trips. See Figure 1 for overview.

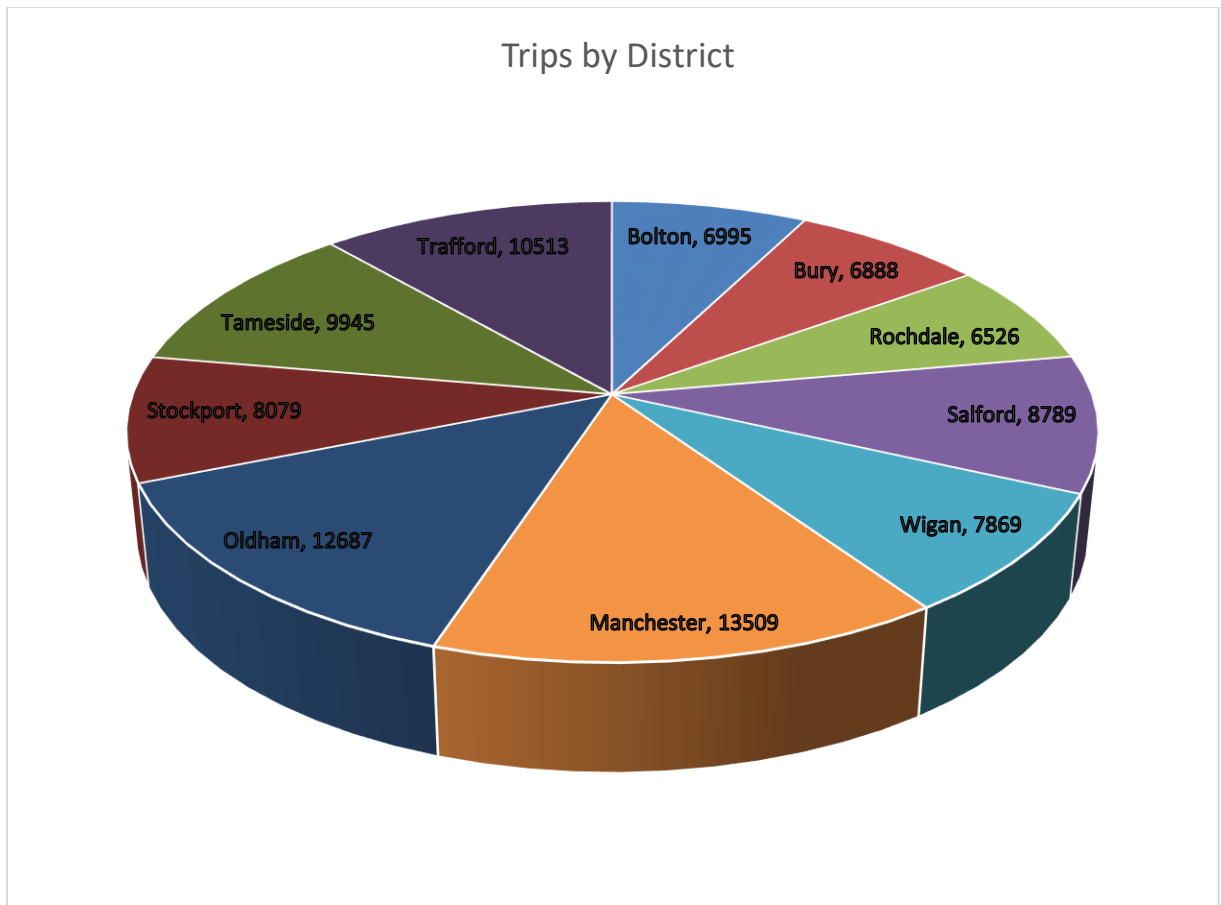
**Figure 1: Trip Requests and Performed Trips, August - January 2019 - 2022**



- 4.3 Cancellation rates between August 2021 - January 2022 were around 23% compared to 19.4% in pre-Covid times (19.4% in financial year 2019/2020). This increase is expected due to changes in government guidelines and plans changing due to Covid related reasons throughout this period.

- 4.4 Between August 2021 and January 2022 wheelchair users accounted for 6,902 trips which represents 7.5% of all trips. This is a proportionate and real terms increase compared with 2,489 wheelchair user trips in the same period in the previous year (6.97% of all trips).
- 4.5. From August 2020 to January 2021, Social journeys was the main reason provided for travel, at 29% of total bookings, followed by Leisure at 25% (Shopping 24%, Health 11%, Education 5%, Employment 3%). Also, the age group that made the most trips was 81-90 at 26% of total bookings and with 31-60 at 24%. In the same period in 2021/22, Social journeys increased to 47%, followed by Leisure at 27% (Shopping 14%, Health 4%, Religious 4%, Education 2%, Employment 1%). This increase is related to the return of regular groups which are largely of a social nature and the focus on essential journeys at the height of the pandemic.
- 4.6 From August 2021 to January 2022 most completed passenger journeys were performed in the Manchester and Oldham districts (13,509 and 12,687 respectively). See Figure 2 for a breakdown of all districts.

**Figure 2: Number of passenger trips for each district between August 21 and January 22.**



## **5. FINANCIAL UPDATE**

- 5.1 As noted above, the grant from TfGM to GMATL in 2020/21 was reduced from £4.6 million to £3.5 million to reflect the reduced passenger demand, and any additional savings were made available for reserves. The 2022/23 grant will remain £3.5 million with an additional £186,000 for vehicle leases. This budget is based on the 2021/22 outturn figure. Should any additional resources be required to meet increased demand, it is anticipated that this will be met by GMATL's reserves.

## **6. RECOVERY PLANNING – NEXT STEPS**

- 6.1 Assessing the recovery from the Covid-19 pandemic and the impact on demand remains challenging. With many of the target audience having received or have been offered three or more vaccinations and many restrictions having lifted, the previous six months have seen a return of demand. Trips requests saw a significant increase in the Autumn of 2021 reaching 45% of pre-Covid levels in October, rising to 53% in November and December, dipping to 46% in January and have returned to 51% in February.
- 6.2 In the short term, GMATL propose to retain the fleet at the current level of 40 vehicles and regularly adjust driver rosters to ensure the resources are available where most needed. On current shift output, GMATL estimate that 255,000 trips could be provided next year which represents around 65% of pre-Covid patronage.
- 6.3 Work is being undertaken to both encourage previous customers to return and to attract new customers to the service (see section 7). Should this work result in an increase in demand, resource can be reintroduced.
- 6.4 In the longer term, TfGM are reviewing the current operating model as part of their ongoing Accessible Transport Review. This will involve working with GMATL to closely monitor service recovery and ensure that the resource and operating model can adapt to meet the any long-term changes to demand patterns. It is intended this work will therefore be restarted from April 2022, starting with the outline plan to gauge customer views on returning to the service detailed below.

## **7. ENGAGEMENT AND CONSULTATION**

- 7.1 GMATL have proactively been contacting passengers throughout 2021 and into 2022 to ensure eligible customers know that they can use the service. As well as encouraging use of the service, it will provide information on the correct level of



demand in advance of making any future decisions about longer term funding. In the Autumn GMATL distributed 8,000 leaflets and 400 posters throughout the ten districts and contacted 3,000 lapsed users to ask them whether they would consider using the service again. A commonly cited reason for the drop in usage is the fact that many of the regular group events closed during Covid and have not reopened. Regular bookings currently account for between 25-30% of all trips compared to 45% pre-Covid. Other reasons for reduced use of the service include general changes to travel behaviour following Covid.

- 7.2 GMATL in conjunction with TfGM held an online event for group organisers on 2 March 2022 to provide an update on the service and provide a space for group organisers to ask questions and give feedback. General feedback was that regular group activities are resuming, if not at the same frequency and size as previously. Some difficulties in accessing the right times are starting to materialise due to the reduced vehicle allocation which GMATL together with TfGM are monitoring carefully. Individual issues raised are being followed up by GMATL.
- 7.3 Alongside the passenger forum, TfGM are working with key stakeholders like Greater Manchester Centre for Voluntary Organisations to develop a consultation document to gather feedback on the Ring and Ride service. This consultation will feed into the Accessible Transport Review and identify improvements that could be made to the service.
- 7.4 Work has been done to ensure that the Ring and Ride service is supporting all GM communities. The Ring and Ride current user base is fairly representative of the wider GM population across relevant age groups. Of all Ring and Ride users, 92.31% are white compared to 83.8% of the GM population so the white population is over-represented. However, this variance is smaller when considering the ethnic makeup of the older population which makes up the majority of the Ring and Ride service (70.1% of Ring and Ride users are 71 or older). 95.02% of Ring and Ride users over 71 are white compared to 96% of the wider GM population. Officers have identified areas where engagement could be better with some ethnic minority groups and these groups will be included as key stakeholders as part of the consultation. The Equality Impact Assessment (EqIA) will be reviewed once consultation is complete, any negative impacts identified from the wider consultation will be incorporated into the EqIA and clear mitigations outlined.

## **8. VEHICLE REPLACEMENT**

- 8.1 GMATL are currently operating with 40 vehicles. 28 of these vehicles are owned by GMATL and will become life-expired between 2025 and 2028. In July 2018, GMTC agreed to TfGM's recommendation that replacement vehicles should be leased rather than bought in the short term. This would allow zero emission technology to mature and allow more flexibility while the operating model of the service was reviewed, through the Accessible Transport review. The remaining 13 vehicles are currently leased and are being extended on a 12-month basis as required, whilst a longer-term fleet replacement strategy, which seeks to realise the zero emission ambitions, is developed.
- 8.2 All the vehicles currently in service have step access and a passenger tail lift at the back for passengers using wheelchairs and those unable to access the steps. In recent years, there have been an increasing number of newer models of powered wheelchair which, for safety reasons relating to not being able to apply the brakes whilst on the passenger tail lift, have been deemed as unsafe for travel on the current Ring and Ride service. GMATL took this decision after much consultation with MiDAS (Minibus Driver Awareness Scheme), health partners and wheelchair manufacturers.
- 8.3 The numbers of passengers unable to travel for this reason has increased from 4 in 2019 to 19 in 2021. To mitigate this problem, GMATL have ordered five low floor vehicles with rear-access ramps on a two-year lease. During this trial, they will contact all passengers who have been affected by this issue to see if they would like to travel. They will also analyse the impact on boarding times for ambulatory and wheelchair passengers as well as carrying out customer satisfaction surveys.

## **9. NEXT STEPS**

- 9.1 TfGM and GMATL will continue to progress the Accessible Transport Review, which will include establishing expected post-pandemic demand, reviewing performance targets and monitoring delivery to ensure the needs of the vulnerable customer base are being met as efficiently as possible.
- 9.2 Once the funding position is better understood, TfGM will work with GMATL to develop a Fleet Replacement Strategy to map out how the service can realise our Zero Emission ambitions as the existing fleet requires replacement.

## **10. RECOMMENDATIONS**

10.1 As noted at the front of the report.

**Stephen Rhodes**

**Customer Director and Interim Head of Bus Services**

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## GREATER MANCHESTER TRANSPORT COMMITTEE BUS SUB-COMMITTEE

Date: Friday 18 March 2022

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

Report of: Stephen Rhodes, Customer Director & Interim Head of Bus Services,  
TfGM

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### Purpose of Report

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

### Recommendations:

Members are asked to:

1. note and comment as appropriate on changes to the commercial network set out in Annex A;
2. agree that no action is taken in respect of changes or de-registered commercial services set out in Annex A;
3. note the action taken in respect of the service change set out in Annex B; and
4. agree the proposed changes to general subsidised services set out in Annex C.

## Contact Officers

Stephen Rhodes                      Customer Director & Interim Head of Bus Services, TfGM  
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Nick Roberts                         Head of Services & Commercial Development, TfGM  
[nick.roberts@tfgm.com](mailto: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 to the report:

main report only

## Comments/recommendations from Overview & Scrutiny Committee

N/A

## **Background Papers**

Review and Planning of General Subsidised Bus Services report to the Greater Manchester Transport Committee, Bus Services Sub -Committee – 13th November 2020.

Forthcoming Changes to the Bus Network report to the Greater Manchester Transport Committee, Bus Services Sub -Committee – 18th January 2022.

## **Tracking/ Process**

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

No

## **Exemption from call in**

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

## **GM Transport Committee**

N/A

## **Overview and Scrutiny Committee**

N/A

## 1. Introduction/Background

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



## 2. 2021/22 BUDGET SUMMARY

- 2.1 The summary below provides the current position on the 2021/22 Subsidised Bus Services budget for the ten months to 31st January 2022.
- 2.2 Net expenditure on Subsidised Services is £2.5m lower than budget in the year to date. This is principally due to unused risk allowance for unforeseen service de-registrations and the receipt of grant funding so far in this financial year.
- 2.3 There remain risks of increased costs in the remainder of this year, however it is proposed that at least part of the lower than budget spend remaining by the year end is 'ring fenced' and carried forward as a risk allowance into the 2022/23 financial year to help mitigate the significant funding and cost risks in the future.

	Year to date - January 2022				Budget 2021/22 £000
	Actual £000	Budget £000	Variance £000	%	
<b>General Network Costs</b>					
General Bus Services	17,375	18,861	1,485	7.9%	24,497
Local Link	1,630	1,930	300	15.6%	2,367
Shuttles	1,512	1,643	131	8.0%	1,972
<b>Sub-Total General Network</b>	<b>20,517</b>	<b>22,433</b>	<b>1,916</b>	<b>8.5%</b>	<b>28,835</b>
<b>Schools Services Costs</b>	<b>11,365</b>	<b>11,834</b>	<b>469</b>	<b>4.0%</b>	<b>14,447</b>
<b>Total – Subsidised Services costs</b>	<b>31,882</b>	<b>34,267</b>	<b>2,385</b>	<b>7.0%</b>	<b>43,282</b>
<b>General Network Income</b>					
General Bus Services	3,295	3,710	(415)	(11.2%)	5,847
Local Link	116	75	41	55.0%	89
Shuttles	726	762	(36)	(4.7%)	914
<b>Sub-Total General Network</b>	<b>4,137</b>	<b>4,547</b>	<b>(410)</b>	<b>(9.0%)</b>	<b>6,850</b>
<b>Schools Services income</b>	<b>4,992</b>	<b>4,415</b>	<b>577</b>	<b>13.1%</b>	<b>5,384</b>
<b>Total – Subsidised Services income</b>	<b>9,129</b>	<b>8,962</b>	<b>168</b>	<b>1.9%</b>	<b>12,234</b>
<b>Net Cost - Subsidised Services</b>	<b>22,752</b>	<b>25,305</b>	<b>2,553</b>	<b>10.1%</b>	<b>31,048</b>

### **3. CHANGES TO THE COMMERCIAL NETWORK (ANNEX A)**

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

### **4. CHANGES TO THE COMMERCIAL NETWORK (ANNEX B)**

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

### **5. CHANGES TO GENERAL SUBSIDISED SERVICES (ANNEX C)**

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

### **6. FINANCIAL IMPLICATIONS**

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

### **7. RECOMMENDATIONS**

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

**Stephen Rhodes**

**Customer Director and Interim Head of Bus Services**

**SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK**

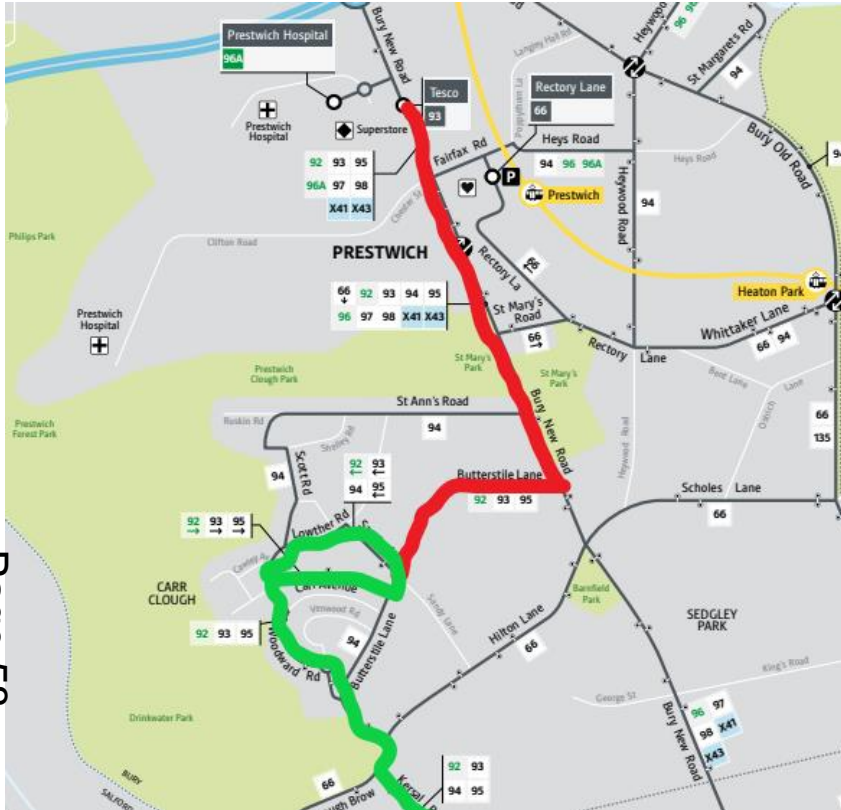
**ANNEX A**

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
BN	<b>502/503</b> Bolton — Brownlow Fold — Doffcocker — Johnson Fold circulars	<b>Vision</b>	Monday to Saturday day-time services are withdrawn.  Alternative facilities between Bolton and Johnson Fold via Brownlow Fold are available on Diamond service 501.  Alternative facilities from Bolton via Chorley Old Road are available on Stagecoach service 125.	<b>24/04/22</b>	125, 501	n/a	<b>No TfGM action</b>
BN	<b>580/581</b> Bolton - Daubhill - Logistics North – Royal Bolton Hospital circulars	<b>Vision</b>	These daily services, which were introduced in July 2021, are withdrawn.  Alternative facilities between Bolton and Logistics North are available on Diamond service 20.	<b>24/04/22</b>	20, 501, 521, 582	n/a	<b>No TfGM action</b>

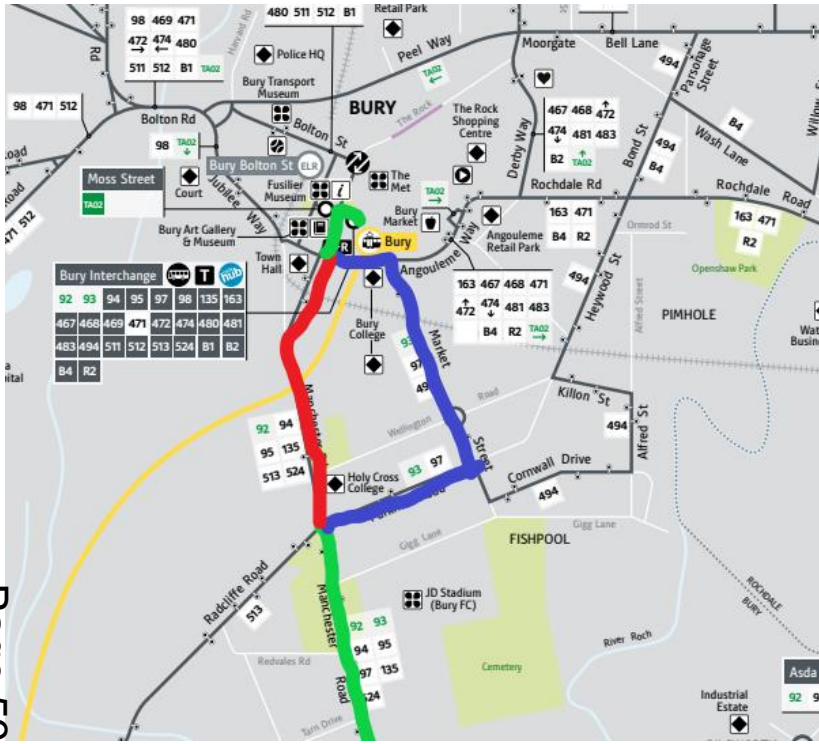
<b>MR RE</b>	<b>17</b> Manchester — Blackley — Middleton — Rochdale	<b>Go North West</b>	The Saturday daytime frequency is reduced to every 12 minutes.  There are no other changes.	<b>24/04/22</b>	n/a	n/a	<b>No TfGM action</b>
<b>MR RE</b>	<b>18</b> Manchester Royal Infirmary — Manchester — Middleton — Langley — Middleton	<b>Go North West</b>	The Monday to Friday daytime frequency between Shudehill and Manchester Royal Infirmary (MRI) is reduced to every 30 minutes, the service between Shudehill and Langley remains every 10 minutes.  The Saturday daytime frequency between Middleton and Shudehill is reduced to every 12 minutes, with two journeys per hour extending to MRI.  There are no other changes.	<b>24/04/22</b>	n/a	n/a	<b>No TfGM action</b>
<b>TD MR RE</b>	<b>41</b> Sale — Northenden — Manchester — North Manchester General	<b>Go North West</b>	A revised timetable is proposed to give a 20-minute daytime frequency between Sale and North Manchester General Hospital with one journey per hour extending to Middleton.	<b>24/04/22</b>	n/a	n/a	<b>No TfGM action</b>

	Hospital — Middleton		<p>The pre-COVID frequency was a 15-minute daytime frequency between Sale and North Manchester General Hospital with two per hour extending to Middleton.</p> <p>Evening and Sunday journeys are unchanged.</p>				
<b>BY</b> <b>SD</b> <b>MR</b>	<b>93</b> Prestwich — Carr Clough — Manchester	<b>Go North West</b>	<p>A revised timetable is proposed with a 20-minute Monday to Saturday daytime frequency between Carr Clough and Manchester, every 30-minutes on Sunday.</p> <p>Service 95 provides a replacement service between Carr Clough and Prestwich.</p> <p>The pre-COVID frequency was a 15-minute daytime frequency between Manchester and Carr Clough with two per hour extending to Prestwich.</p>	<b>24/04/22</b>	n/a	n/a	<b>No TfGM action</b>



Green line shows unchanged sections of route; Red line shows removed sections of 93 route which is the same route as service 95.

<p><b>BY</b> <b>SD</b></p>	<p><b>95</b> Bury — Unsworth — Whitefield — Prestwich — Carr Clough — Pendleton</p>	<p><b>Go North</b> <b>West</b></p>	<p>A revised timetable is proposed with the daytime frequency between Bury and Salford increased from hourly to every 30 minutes. In Bury buses will run via Parkhills Road and Market Street instead of Manchester Road.</p>	<p><b>24/04/22</b></p>	<p>n/a</p>	<p>n/a</p>	<p><b>No TfGM action</b></p>
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Green line shows unchanged sections of route; Red line shows removed sections of route; Blue line shows newly served sections of route.

<b>BY</b> <b>SD</b> <b>MR</b>	<b>97</b> Bury — Unsworth — Prestwich — Manchester	<b>Go North West</b>	A revised timetable is proposed with the Monday to Saturday daytime frequency between Bury and Manchester reduced from every 20 minutes to every 30 minutes. The Sunday daytime service remains at half hourly.	<b>24/04/22</b>	n/a	n/a	<b>No TfGM action</b>
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<b>BY SD MR</b>	<b>98</b> Bury — Radcliffe — Whitefield — Prestwich — Manchester	<b>Go North West</b>	A revised timetable is proposed with the daytime frequency between Bury and Manchester reduced from every 20 minutes to every 30 minutes. Additional short workings will run between Prestwich Tesco and Manchester which will maintain a 10 minute combined daytime frequency between Prestwich and Manchester across both services 97 and 98.	<b>24/04/22</b>	n/a	n/a	<b>No TfGM action</b>
<b>BY MR RE</b>	<b>X63</b> Bury — Heywood — Middleton — Manchester	<b>Go North West</b>	This service, which is currently suspended due to COVID related staffing issues, is withdrawn.  Diamond service 163 provides alternative facilities.  (The pre-COVID frequency was a Monday to Friday 20-minute daytime frequency between Heywood and Manchester, with peak time journeys extended to Darn Hill and Bury).	<b>24/04/22</b>	163	n/a	<b>No TfGM action</b>
<b>WN</b>	<b>156</b>	<b>Cumfybus</b>	This evening and Sunday service is reduced from hourly to two hourly following retender by Merseytravel.	<b>16/01/22</b>	n/a	n/a	<b>No TfGM action</b>



	Ashton – Garswood – St Helens						
<b>TE</b>	<b>237</b> Glossop – Stalybridge – Ashton	<b>Stagecoach</b>	<p>Major roadworks will be taking place at Mottram Moor from 4<sup>th</sup> April for approximately 19 weeks while Cadent Gas lay a new Gas Main.</p> <p>These works will have a severe impact on service 237.</p> <p>Meetings have taken place between Cadent Gas, Stagecoach Manchester and TfGM and funding has been secured, from Cadent Gas, to increase bus resource, enabling the daytime frequency of a bus every 20 minutes to be maintained.</p> <p>These works will also have a knock on impact on tendered services 341 and 387 (See Annexe C).</p>	<b>04/04/22</b>	n/a	n/a	<p><b>Agreed funding will cover approximately 13 weeks of the closure.</b></p> <p><b>The impact on service 237 will be reported on a weekly basis and additional resource added or removed as necessary.</b></p> <p><b>It is likely that additional resource will not be required during the 6-week school holidays.</b></p>
<b>WN</b>	<b>602</b> Ashton – Newton-le- Willows	<b>Cumfybus</b>	<p>This evening and Sunday service is improved to hourly from two hourly following retender by Merseytravel.</p>	<b>16/01/22</b>	n/a	n/a	<b>No TfGM action</b>

<b>WN</b>	<b>584</b> Leigh — Plank Lane — Crankwod	<b>Diamond</b>	The half-hourly Monday to Saturday daytime journeys operated commercially by Diamond are amended to run hourly, with services inter-timed with service 588 between Leigh and Pennington Wharf.	<b>24/04/22</b>	n/a	n/a	<b>No TfGM action</b>
<b>WN</b>	<b>588</b>	<b>Vision</b>	Monday to Saturday daytime journeys operated by Vision are withdrawn.  Journeys are being introduced on an hourly basis Monday to Saturday daytime by Diamond to replace commercial journeys withdrawn by Vision Bus.	<b>24/04/22</b>	n/a	n/a	<b>No TfGM action</b>

## SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

## ANNEX B

The Committee is requested to agree that action is taken regarding the changed or de-registered services detailed in Annex B:

Dist	Service No. and Route	Operator	TfGM officer comments and recommendations	Effective From
WN BN	516 Leigh — Atherton — Westhoughton — Horwich	Diamond	<p>The current Diamond commercial service which operates hourly on Monday to Saturday daytime is withdrawn.</p> <p>The service provides the only service at Brazley and Middlebrook along with providing orbital connectivity between Leigh, Atherton, Westhoughton and Horwich which would otherwise require travel via Bolton.</p> <p>It is proposed to introduce tendered journeys on service 516 on the existing route based on a similar timetable to the current service. Revised first and last journey times will be largely unchanged.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>	24/04/22
BN	571/572 Bolton — Great Lever — Lever Edge circulares	Vision	<p>Monday to Saturday and Sunday daytime journeys operated by Vision are withdrawn.</p> <p>Monday to Saturday journeys operated by Diamond are unchanged.</p>	24/04/22

			<b>Officers are currently working to secure replacement provision for the Sunday daytime service. The outcome of this will be reported to a future meeting.</b>	
<b>WN</b>	<p><b>583</b> Leigh — Hag Fold — Atherton — Shakerley — Tyldesley</p> <p><b>595</b> Leigh — Hindley Green</p>	<p><b>Diamond</b></p> <p><b>Vision</b></p>	<p>The current Diamond commercial service 583 which operates hourly on Monday to Saturday daytime is withdrawn.</p> <p>The current Vision commercial service 595 which operates hourly on Monday to Saturday daytime is withdrawn.</p> <p>583 provides the only service at Hag Fold and Shakerley whilst 595 provides the only service at Westleigh.</p> <p>Following a tendering exercise, it is proposed to introduce tendered journeys on service 583. This will follow the current 595 route (except Maple Crescent) to Dangerous Corner then to Atherton to run the current 583 route to Tyldesley.</p> <p>The link from Westleigh Lane to Hindley Green is removed and Maple Crescent will no longer be served but is within 400m of bus stops on Kirkhall Lane, Westleigh Lane or Leigh Road.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>	<b>24/04/22</b>



## 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
TD	<p><b>88</b></p> <p>Altrincham — Wilmslow — Mobberley — Knutsford — Macclesfield</p> <p><b><i>Little Gem</i></b></p>	<p>The TfGM tendered journeys on Sundays between Altrincham and Wilmslow are withdrawn (five round trips at two hourly intervals) due to low average use (less than 2 per journey between September 2021 and January 2022). There is no change to the Monday to Saturday daytime service operated by D&amp;G</p> <p>Service 288 continues to provide a two hourly Sunday service along Hale Road to the M56 junction and 283/284 also link Hale Barns to Altrincham on Sundays.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
BY SD MR	<p><b>92</b></p> <p>Manchester – Carr Clough – Prestwich – Unsworth – Pilsworth - Bury</p> <p><b><i>Go North West</i></b></p>	<p>This service currently runs hourly daily evenings, daytime provision is provided through services 93, 94 and 97.</p> <p>In order to provide a simpler offer to customers, it is proposed to replicate the daytime network with service 92 replaced with journeys on service 97. Manchester to Carr Clough will continue to be served by service 93, Carr Clough to Prestwich and Bury will be served by service 95 and Pilsworth will be served by service 94.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
BY SD	<p><b>93</b></p>	<p>This service currently runs tendered hourly daily evenings, in the daytime the commercial service runs only between Manchester and Prestwich, although this is being amended to run to Carr Clough only from April as reported in Annex A.</p>

<b>MR</b>	Manchester – Carr Clough – Prestwich – Unsworth – Bury <b>Go North West</b>	In order to provide a simpler offer to customers, it is proposed to replicate the daytime network with service 93 tendered journeys amended to run between Manchester and Carr Clough. Carr Clough to Prestwich and Bury will be served by service 95 and Prestwich, Unsworth and Bury will be served by additional evening journeys on services 94 and 97. <b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b> <b>The impact on the subsidised services budget is given in Part B of this report.</b>
<b>BY</b> <b>SD</b>	<b>95</b> Salford – Carr Clough – Prestwich – Unsworth – Bury <b>Go North West</b>	This service currently runs tendered 2-hourly daily evenings and Sundays. On Sunday daytime the service is proposed to run hourly. The route of tendered journeys will be amended to run via Parkhills Road in line with the commercial journeys. <b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b> <b>The impact on the subsidised services budget is given in Part B of this report.</b>
<b>BY</b> <b>SD</b> <b>MR</b>	<b>97</b> Manchester – Carr Clough – Prestwich – Unsworth – Bury <b>Go North West</b>	This service currently runs tendered hourly daily evenings, in the daytime the commercial service runs only between Manchester and Prestwich, although this is being amended to run to Carr Clough only from April as reported in Annex A. In order to provide a simpler offer to customers, it is proposed to replicate the daytime network with service 93 tendered journeys amended to run between Manchester and Carr Clough. Carr Clough to Prestwich and Bury will be served by service 95 and Prestwich, Unsworth and Bury will be served by additional evening journeys on services 94 and 97. <b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b> <b>The impact on the subsidised services budget is given in Part B of this report.</b>
<b>TE</b>	<b>341</b> <b>Hyde – Hattersley – Mottram – Broadbottom –Glossop</b>	As noted under Annex A, service 341 is likely to be severely impacted by the upcoming roadworks at Mottram Moor. During the closure, traffic levels are likely to increase along Ashworth Lane and Broadbottom Road which will impact the ability of service 341 to maintain punctual operation.

**Stotts Buses**

Officers propose that the service is temporarily rerouted within Hattersley to omit the loop of Fields Farm Road, Hattersley Road West and Underwood Road.

- Fields Farm Road is served by hourly service 387
- Hattersley Road West is served by frequent service 201
- Underwood Road is served by hourly service 387.

Each of the above provides links in to Hyde. Additionally services 201 and 387 provide a link to Godley Train Station and service 387 to Tameside General Hospital.

This action will allow an additional six minutes running time to be given along Broadbottom Road and Ashworth Lane.

The service will return to its normal route as soon as the works are complete – estimated to be Mid/Late August.

**Members are asked to approve this recommendation which would be effective from 4th April 2022.**

**There is no financial impact to this change.**





Green line shows unchanged sections of route; Red line shows removed sections of route; Blue line shows newly served sections of route.

<p><b>TE</b></p>	<p><b>387</b> Hyde – Hattersley – Mottram – Tameside General Hospital – Ashton</p> <p><b>Stotts Buses</b></p>	<p>As noted under Annex A, service 387 is likely to be severely impacted by the upcoming roadworks at Mottram Moor.</p> <p>Given that this service will operate through the roadworks the service will be subject to delays, which are likely to be severe.</p> <p>Officers propose that the service is temporarily revised to follow the Sunday daytime route, ie. curtailed to run between Hyde and Tameside General Hospital.</p> <p>Services 231 and 350 provide 6 buses an hour between Ashton and Tameside General Hospital.</p>
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This action, which will affect on average 0.5 passengers per trip, will allow additional running time and recovery time to be added to the remaining service, therefore maintaining service punctuality.

The service will return to its normal route as soon as the works are complete – estimated to be Mid/Late August.

**Members are asked to approve this recommendation which would be effective from 4th April 2022.**

**There is no financial impact to this change.**



Green line shows unchanged sections of route; Red line shows removed sections of route.

**TD**  
**254**  
 Stretford – Urmston -  
 Davyhulme

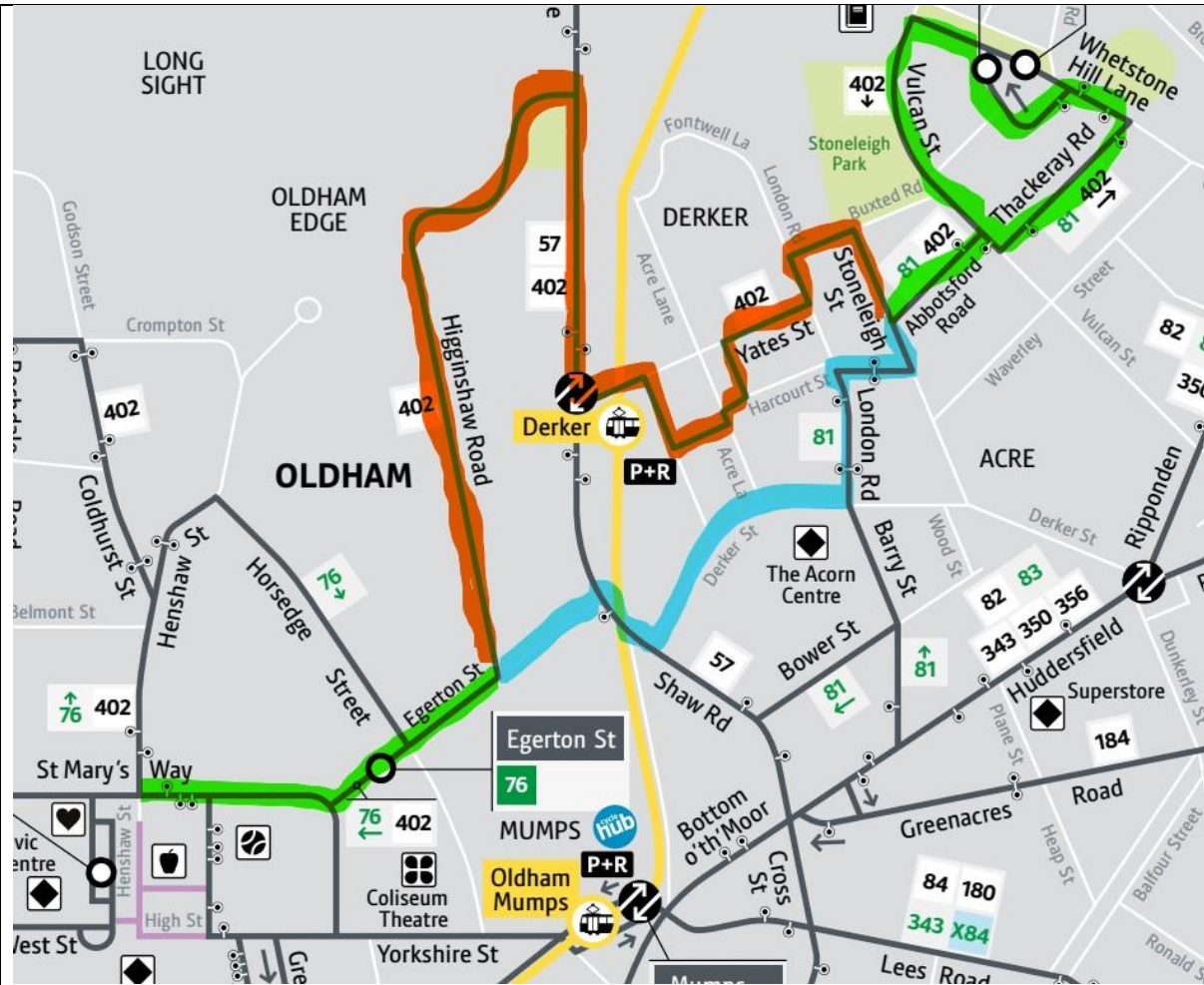
Service 254 was proposed to operate hourly off peak between Stretford and Davyhulme replacing service 84A on this section.

	<b>Operator TBC</b>	<p>As part of a subsequent retendering of this service, additional journeys are proposed to be added on this service as follows:</p> <p>Mon-Fri 0708 Davyhulme – Stretford</p> <p>Mon-Sat 1726/1826 Stretford – Davyhulme - Stretford</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
TD	<p><b>280</b> Altrincham – Dunham Massey – Partington - Sale</p> <p><b>Operator TBC</b></p>	<p>Service 280 was proposed to operate hourly Monday to Saturday daytime between Altrincham and Sale with the Sunday service being covered by Local Link provision.</p> <p>As part of a subsequent retendering of the Altrincham town services 281-287, it has been possible to introduce Sunday daytime journeys between Altrincham and Dunham Massey operating every 2 hours between 0915 and 1715. Due to the height of the vehicle, it will not be possible to go any further west on the Sunday service that Dunham Massey, Big Tree.</p> <p>This will release capacity on Local Link for other users who are unable to get a service.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
TD	<p><b>281</b> Altrincham – Timperley – Brooklands - Sale</p> <p><b>Operator TBC</b></p>	<p>Service 281 currently operates every hour Monday to Saturday daytime, with no evening or Sunday service.</p> <p>As part of a retendering of the Altrincham town services 281-287, additional journeys are proposed to be added on this service as follows:</p> <p>Mon-Fri 0645, Sat 0752,1752 Altrincham – Sale</p> <p>Mon-Fri 1852, Sat 0739, 1739 Sale – Altrincham</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
TD	<p><b>282</b> Altrincham – Oldfield Brow</p>	<p>Service 282 currently operates every hour Monday to Saturday daytime, every hour Sunday daytime, every 2 hours daily early evening and every 2 hours Friday and Saturday late evening.</p>

	<b>Operator TBC</b>	<p>As part of a retendering of the Altrincham town services 281-287, additional journeys are proposed to be added on this service as follows:</p> <p>Mon-Fri 0620, Sat 0733, Sun 0838, 0938 Altrincham – Altrincham</p> <p>Additionally, the evening service is proposed to be amended to operate hourly all days of the week with the last journeys changing from 2031 to 2238 on Mon-Thu, in line with Friday/Saturday, and 2031 to 2138 Sun</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b> <b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
TD	<p><b>283/284</b> Altrincham – Hale – Hale Barns – Well Green circulars</p> <p><b>Operator TBC</b></p>	<p>Service 283 and 284 both currently operate every hour Monday to Saturday daytime, every hour Sunday daytime, every 2 hours daily early evening and every 2 hours Friday and Saturday late evening.</p> <p>As part of a retendering of the Altrincham town services 281-287, additional journeys are proposed to be added on this service as follows:</p> <p>Sat 0757, 1823 Altrincham – Altrincham</p> <p>Due to lower usage, the Sunday service is proposed to be amended to operate every 2 hours on each service, timed to run a co-ordinated hourly service from Altrincham. The first journey on Sunday morning will now run at 0900 instead of 1025.</p> <p>Additionally, the evening service is proposed to be amended to operate a consistent pattern across the weekday, with the last journeys changing from 2051 to 2200 on Mon-Thu in line with Friday/Saturday.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b> <b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
TD	<p><b>285/286</b> Altrincham – Timperley circulars</p> <p><b>Operator TBC</b></p>	<p>Service 285 and 286 both currently operate every hour Monday to Saturday daytime, every hour Sunday daytime, every 2 hours daily early evening and every 2 hours Friday and Saturday late evening.</p>

		<p>As part of a retendering of the Altrincham town services 281-287, additional journeys are proposed to be added on this service as follows:</p> <p>Mon-Fri 0601, 0635, Sat 0718, 0743 Altrincham – Altrincham</p> <p>Due to lower usage, the Sunday service is proposed to be amended to operate every 2 hours on each service, timed to run a co-ordinated hourly service from Altrincham. The first journey on Sunday morning will now run at 0843 instead of 0940.</p> <p>Additionally, the evening service is proposed to be amended to operate a consistent pattern across the weekday, with the last journeys changing from 2143 to 2243 on Mon-Thu in line with Friday/Saturday.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
TD	<p><b>287</b></p> <p>Altrincham – Bowdon</p> <p><i>Operator tbc</i></p>	<p>Service 287 currently operates every hour Monday to Saturday daytime, every hour Sunday daytime, every 2 hours daily early evening and every 2 hours Friday and Saturday late evening.</p> <p>Due to lower usage, the Sunday service is proposed to be amended to operate every 2 hours, however they will be timed to run a co-ordinated hourly service with service 280 between Altrincham and Bowdon. The first journey on Sunday morning will now run at 1012 instead of 1100.</p> <p>Additionally, the evening service is proposed to be amended to operate a consistent pattern across the weekday, with the last journeys changing from 1926 to 2212 on Mon-Thu, 2126 to 2212 Friday/Saturday and 1926 to 2012 on Sunday.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
OM	<p><b>411</b></p> <p>Oldham - Derker</p> <p><i>Operator tbc</i></p>	<p>At the January committee new service 411 was proposed to replace the 402 between Oldham and Derker.</p> <p>In order to accommodate larger vehicles linked to the interworked school service, a revised route is proposed as follows:</p>

		<p>From Oldham, Bus Station, via Cheapside, St Mary's Way, Egerton Street, Shaw Road, Arnold Street, Derker Street (instead of Yates Street), London Road, Westminster Street (instead of Sydenham Street), Stoneleigh Street, Abbotsford Road, Vulcan Street, Thackeray Road, Whetstone Hill Lane, Shelley Road, Wordsworth Road, Whetstone Hill Road, Vulcan Street, Abbotsford Road, Stoneleigh Street, Westminster Street, London Road, Derker Street, Shaw Road, Egerton Street, St Mary's Way, Cheapside to Oldham Bus Station.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>
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Green line shows sections of 402 replaced by 411; Red line shows sections no longer served by either route 402 or 411; Blue line shows sections newly served by route 411.

WN

583

Leigh — Hag Fold —  
Atherton — Shakerley —  
Tyldesley

Further to the commercial change reported above, existing subsidised journeys operated by Diamond will be amended to follow the same route as that outlined in Annex B, i.e. via Westleigh and Dangerous Corner.

	<b>Diamond</b>	<p>The 2321 bus from Tyldesley to Atherton is withdrawn (average use of less than 1 per journey), and the 0650 Atherton – Tyldesley journey on Saturday (average use of less than 6 per journey).</p> <p>Officers are investigating the implications on the subsidised Sunday/BH 583/595. The outcome of this work will be reported to a future meeting.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>There is no impact on the subsidised services budget.</b></p>
<b>WN</b>	<p><b>595</b></p> <p>Leigh — Westleigh – Hindley Green</p> <p><b>Vision Bus</b></p>	<p>Existing subsidised journeys operated by Vision will be withdrawn in line with the daytime service as they will be broadly replaced by changes to service 583.</p> <p><b>Members are asked to approve this recommendation which would be effective from 24th April 2022.</b></p> <p><b>There is no financial impact to this change.</b></p>



## Greater Manchester Transport Committee – Work Programme

### March 2022 to March 2022

The table below suggests the Committee's work programme from March 2022 to March 2022.

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

March 2022

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Services Sub Committee	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.	Implementation
	Bus Performance Report	Stephen Rhodes, TfGM	To provide an overview of bus services since the last subcommittee meeting.	Accountability
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Ring and Ride Performance	Stephen Rhodes, TfGM	To provide an update on the performance of the Ring and Ride Service.	Accountability
Metrolink & Rail Services Sub Committee	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability
	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
	Rail Programme and Infrastructure Project Update	Simon Elliott	To receive an update on the status of rail stations across Greater Manchester	Implementation

**March 2022**

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Full Committee	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

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Shared Mobility Strategy and Interim report on the E-scooter trial	Simon Warburton, TfGM	To provide an overview of the growing role of shared mobility in GM's transport network, including an interim report on the GM e-scooter trials. To seek the Committee's views on the draft Shared Mobility Strategy.	Policy
	TravelSafe Partnership Annual Update	Lucy Kennon, TfGM	To update the Committee on the work of the TravelSafe Partnership over the last year, and priorities going forward.	Accountability
	GM WRAPS (Road Activity Permit Scheme)	Peter Boulton, TfGM	To provide an update to members on the current arrangements for the GM WRAPS scheme.	Accountability

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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