

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

DATE: Friday, 20th January, 2023

TIME: 10.30 am

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

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 least 48 hours in advance of the meeting.
4. **Minutes of the Bus Services Sub Committee meeting held 18 November 2022** 5 - 14
To consider the approval of the minutes of the meeting held 18 November 2022.

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

- 5. Changes to the Bus Network and Review of Subsidised Bus Services Budget** 15 - 34
 Report of Stephen Rhodes, Director of Bus, Transport for Greater Manchester (TfGM)
- 6. Bus Operators Update**
- 7. Local Link and Accessible Transport Review** 35 - 50
 Report of Stephen Rhodes, Director of Bus, Transport for Greater Manchester (TfGM)
- 8. Work Programme** 51 - 58
 To comment on the proposed Work Programme for the GM Transport Committee and Sub Committees.
- 9. Dates and Times of Future Meetings**
- | | |
|------------------|-----------|
| Full committee | 17-Feb-23 |
| Metrolink & Rail | 03-Mar-23 |
| Bus Services | 10-Mar-23 |
| Full committee | 17-Mar-23 |
- 10. 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.
- 11. Bus Network and Subsidised Service Considerations**
 Verbal update from Stephen Rhodes, Director of Bus, Transport for Greater Manchester (TfGM)

For copies of papers and further information on this meeting please refer to the website www.greatermanchester-ca.gov.uk. Alternatively, contact the following Governance & Scrutiny Officer: elaine.mottershead@greatermanchester-ca.gov.uk



This agenda was issued on 12 January 2023 on behalf of Julie Connor, Secretary to the Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street, Manchester M1 6EU

This page is intentionally left blank

Declaration of Councillors' Interests in Items Appearing on the Agenda

Name and Date of Committee: GMCA Bus Services Sub Committee, 20 January 2023

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

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.

This page is intentionally left blank

Agenda Item 4

**MINUTES OF THE MEETING OF THE GREATER MANCHESTER
BUS SERVICES SUB-COMMITTEE HELD ON FRIDAY 18 NOVEMBER 2022
AT FRIENDS MEETING HOUSE, MANCHESTER**

PRESENT:

Councillor Jo Lancaster	Bury Council
Councillor Tracey Rawlins	Manchester City Council
Councillor George Hulme	Oldham MBC
Councillor Howard Sykes	Oldham MBC
Councillor Roger Jones	Salford Council
Councillor David Meller	Stockport Council
Councillor Warren Bray	Tameside Council
Councillor Linda Blackburn	Trafford Council
Councillor Mark Aldred (Chair)	Wigan Council
Councillor John Vickers	Wigan Council

OFFICERS IN ATTENDANCE:

James Lewis	Network Development Manager, TfGM
Stephen Rhodes	Director of Bus, TfGM
Nick Roberts	Head of Services & Commercial Development, TfGM
Nicola Ward	Governance & Scrutiny, GMCA

OPERATORS IN ATTENDANCE:

Mark Mageean	Stagecoach
Richard Greaves	Stagecoach
Matt Rawlinson	Rotala/Diamond
Paul Townley	First

GMTBSC 34/22 APOLOGIES

Resolved /-

1. That apologies be received and noted from Councillor Phil Burke.

2. Apologies were also received from Ian Humphreys (First), Alastair Nuttall (Arriva) and Gary Nolan (One Bus).

GMTBSC 35/22 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

Resolved /-

The Chair welcomed the attendance of bus operators present at the meeting.

GMTBSC 36/22 DECLARATIONS OF INTEREST

Resolved /-

There were no declarations of interest in relation to any item on the agenda.

GMTBSC 37/22 MINUTES OF THE GM TRANSPORT BUS SERVICES SUB COMMITTEE MEETING HELD 7 OCTOBER 2022

In relation to the issues raised at the last meeting regarding Vantage services, TfGM officers provided an update that in recent surveys performance issues had improved. Reliability had been good overall, however there were ongoing concerns regarding punctuality, predominately affected by roadworks around Broad Street.

Patronage on the V2 short services during off peak hours had also been monitored and officers had concluded that the current timetable provided the right level of capacity. The issue would remain monitored, however Members commented that there were further wider implications as a result of issues with the vantage services which needed to be addressed.

Officers had also met with Cllr Lancaster regarding service 98, following which a meeting had been arranged to consider a series of parking restriction proposals which would alleviate some of the access issues along this route.

Members highlighted that there were a number of passengers still not scanning passes as they board a bus, officers welcomed further specific information on these incidences.

Resolved /-

1. That the minutes of the GM Transport Bus Services Sub Committee meeting held 7 October 2022 be approved as a correct record.
2. That Nick Roberts would provide a written update to Cllr Vickers regarding the current patronage levels and current status of the Vantage Services.
3. That Cllr Vickers would provide officers with information as to how the issues with the Vantage were impacting other bus routes, including services 132, 582 and 583.

GMTBSC 38/22

**CHANGES TO THE BUS NETWORK AND REVIEW OF
SUBSIDISED BUS SERVICES BUDGET**

During this period there had been no tender activity, however there were a number of changes to the commercial network as set out in Annex B that had been addressed through a direct award where possible as many of the awards were short term until the introduction of the Tranche 1 franchise.

Members were concerned as to any potential impact to other services run by Diamond should the operator be awarded further contracts. Officers reassured the Committee that the award process looks closely at an organisations ability to deliver and each contract is closely monitored. Diamond provided further reassurance.

Further deregulation was anticipated ahead of bus franchising and Members were concerned that there would be further subsidies required despite increasing profits for operators.

In relation to services 472 and 474, Members had received complaints from residents regarding their punctuality. Diamond commented that performance issues relating to these services could be attributed predominately to congestion during the afternoon peak which would be resumed once works were completed.

Resolved /-

1. That the changes on the commercial network as set out in Annex A be noted.
2. That it be agreed that no action be taken in respect of changes or de-registered commercial services set out in Annex B.
3. That it be agreed that the action be taken in respect of the service changes set out in Annex B.
4. That the proposed changes to general subsidised services set out in Annex C be agreed.

GMTBSC 39/22 BUS OPERATOR UPDATE

Diamond reported the loss of four vehicles over the past two nights due to vandalism in Little Houlton. Due to a delay in glass production it was likely that these vehicles would be off the road for a considerable period. To highlight the severity of the issue, it was reported that this year alone the operators had spent £115,000 on glass replacement, which equated to the sale of 29,000 tickets. Members urged that operators continue to report such incidences and in relation to the spike in Little Houlton, that a report is provided to Members from GMP and Travelsafe.

First had also experienced a number of anti-social behaviour incidents during October, specifically in the Oldham area and on Vantage services. Although these were reported to GMP and TravelSafe, there have been little outcomes for the perpetrators for a variety of reasons. Patronage was variable across services, but the Oldham depot were reporting c. 90% pre-covid levels. Staffing levels were manageable and recruitment was on track. Services had seen an increased dwelling time since the introduction of the capped fares initiative as there had been an increase in people purchasing day tickets rather than weekly products.

Stagecoach reported that they had been covering 98% of mileage since October and were working to address their staffing issues to ensure that any lost mileage was not as a result of resources. Patronage remained in line with national figures, with concessionary travel still being reported as lower than the overall average. Further campaigns were planned for the Christmas period, targeting young people regarding capped fares and parents and grandparents regarding group tickets respectively. Recent recruitment had been positive

and since September 22 new recruits had been triple the amount than expected in the same period, with c. 20 new drivers starting each week. It was anticipated that by January all vacant positions would be filled.

In relation to Euro 6 standards compliance, Diamond reported that 90% of their fleet were currently compliant, with 100% anticipated by February 2023. Fist reported that their fleet were already 100% compliant. Stagecoach added that all of their buses which could be retrofitted had been done to Euro standards. Members congratulated all operators present on their efforts to retrofit the bus fleet in GM and recognised the size of the task that had been undertaken.

On behalf of Cllr Burke the issue of punctuality of the 163 and 471 services was raised. Diamond explained how the 471 service had been split to help punctuality on the long route, but any specific issues were welcomed to be fed back directly.

Members were concerned that in the north and west of Greater Manchester there were no evening bus services, which seemed a disadvantage to the services provided in the east and south of the conurbation. Operators were asked to consider whether further evening services could be introduced.

In relation to service 328, Members had received complaints regarding punctuality, missed sections of route and cancellations which were affecting students attending Aquinas College. Stagecoach apologised for the recent issues relating to this service which had been caused by the movement of fleet across the city region, however assured the Committee that they would be rectified by next week.

Resolved /-

1. That bus operators be thanked for their verbal updates, and their contents noted.
2. That it be noted that Diamond welcome further dialogue with Cllr Phil Burke regarding the specific issues relating to service 471.
3. That TfGM seek a response from GMP / Travelsafe in relation to the recent spate of vandalism on Diamond Buses in Little Houlton.

4. That concerns regarding service 328 to Aquinas College be passed on from Cllr Meller to Stagecoach directly.
5. That it be noted that Stagecoach welcome notification of any further concerns in relation to the 192 service.

GMTBSC 40/22 RING AND RIDE PERFORMANCE

Following a previous report in March 2022, this report provided the Committee with an update on the performance of the Ring and Ride Service in Greater Manchester. It was clear from an increased patronage over the past few months that this service remained a key component to the overall public transport network and provided a critical local service for some of the most vulnerable residents. However, since the covid lockdowns in 2020 and 2021 the service has recovered slower than other modes and reported current patronage levels of 60% within a dramatically different demand pattern. Evening and weekend usage had remained low, whereas requests for daytime travel had grown significantly compared to patronage levels pre-covid.

There were 42 vehicles now within the service and another 3 vehicles planned to arrive in January 2023, enabling the service to plan for a modest growth of trips by early next year.

Similarly to other bus operators, Ring and Ride had also been subject to supply chain issues, especially regarding glass and other mechanical parts which had seen some vehicles off the road for a period of time. The ageing fleet was being upgraded as by 2028 there would be 28 vehicles due to expire so progress was being made to strengthen the electric fleet ahead of this date and beyond.

Officers were aware of the recent booking challenges and the constraints as a result of managing the service through the customer hub, which would be alleviated once the merger with the TfGM contact centre was completed over the next couple of months.

Members echoed these frustrations with regards to the booking service and expressed concerns that for some residents Ring and Ride was the only option for travel and its challenges were having a direct impact on their access to service provision. A volunteer

through Age Concern had reported complaints in relation to disjointed services accessing the Jubilee Centre, resulting in clients of the day centre missing some of their activities due to the required timings of the pick ups and drop offs. Officers asked for some specific data to investigate these concerns but anticipated that such incidents could be mitigated through the planned increase in capacity.

Members reiterated their previous concerns regarding the incompatibility of some larger electric wheelchairs and the tail lifts on some vehicles. Officers acknowledged this issue and spoke of up to 50 registered users who were affected by this barrier. It was anticipated that the new imminent vehicles would provide a more accessible service, and, in the meantime, alternative provision was being sought in acute circumstances. Members urged that communications should be made with the wheelchair manufacturers to make clear the wider impact of their current product specifications.

A member questioned the current status of the wider Accessible Transport Review and was informed by officers that it was being delivered in component parts due to the vastness of the provision. The report gave specific detail on the Ring and Ride Service, however there was also work being undertaken regarding the home to school services, non-emergency patient services, Local Link and other demand responsive provision. Members asked for a follow up report to provide a status update on all strands not covered in this report at their next meeting.

Resolved /-

1. That the report be noted.
2. That a further update on the expansion of the electric fleet for Ring and Ride be provided to the Committee in due course.
3. That officers at TfGM would pick up the concerns raised by Age Concern regarding Ring and Ride in Bury.
4. That the Chair would write to electric wheelchair manufacturers on behalf of the Committee, asking for consideration to be given as to how their chairs could more compatibly work with accessible transport provision to reduce any future exclusion.

5. That TfGM would provide an update to the next meeting on the progress of the Demand Responsive Transport review, with specific reference to Local Link and other areas not included in the Ring and Ride report.

GMTBSC 41/22 WORK PROGRAMME

Resolved / -

That the proposed Work Programme for the GM Transport Committee and its Sub Committees be noted.

GMBSC 42/22 DATES AND TIMES OF FUTURE MEETINGS

1. That future dates for the Bus Services Sub Committee be noted as below –

Friday 20 January 2023

Friday 10 March 2023

2. That it be further noted that these meetings would take place in the Boardroom at the GMCA Offices, Tootal Buildings, 56 Oxford Street, Manchester.

GMBSC 43/22 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.

GMTBSC 44/22 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.

This page is intentionally left blank

GREATER MANCHESTER TRANSPORT COMMITTEE

BUS SERVICES SUB COMMITTEE

Date: Friday 20th January 2023

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

Report of: Stephen Rhodes, Director of Bus, TfGM

Purpose of Report

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

Recommendations:

Members are asked to:

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

Contact Officers

Stephen Rhodes Director of Bus, TfGM

stephen.rhodes@tfgm.com

Nick Roberts

Head of Services & Commercial Development, TfGM

nick.roberts@tfgm.com

Equalities Implications

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

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

Climate Change Impact Assessment and Mitigation Measures

N/A

Risk Management

N/A

Legal Considerations

N/A

Financial Consequences – Revenue

See paragraph 2 and Part B report.

Financial Consequences – Capital

N/A

Number of attachments to the report: 0

Comments/recommendations from Overview & Scrutiny Committee

N/A

Background Papers

Forthcoming Changes to the Bus Network report to the Greater Manchester Transport Committee, Bus Services Sub -Committee – 7 October 2022.

Tracking/ Process

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

Yes

Exemption from call in

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

GM Transport Committee

N/A

Overview and Scrutiny Committee

N/A

1. Introduction/Background

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

2. 2022/23 BUDGET SUMMARY

- 2.1 The summary below provides the current position on the 2022/23 Subsidised Bus Services budget for the eight months to 30th November 2022.
- 2.2 The budget table presented includes the costs of the planned Bus Network Review interventions and the associated funding with respect to these additional interventions.

	Year to date - November 2022				Budget 2022/23 £000
	Actual	Budget £000	Variance £000	%	
General Network Costs					
General Bus Services	16,464	16,835	372	2.2%	25,561
Network Stabilisation	1,394	-	(1,394)		-
Local Link	1,099	1,191	92	7.7%	1,806
Shuttles	1,256	1,184	(71)	(6.0%)	1,242
Sub-Total General Network	20,212	19,211	(1,002)	(5.2%)	28,610
Schools Services Costs	9,107	9,376	269	2.9%	14,879
Total – Subsidised Services costs	29,319	28,587	(732)	(2.6%)	43,489
General Network Income					
General Bus Services	4,148	4,441	(293)	(6.6%)	6,949
Network Stabilisation	1,394	-	1,394		-
Local Link	56	61	(5)	(8.1%)	89
Shuttles	631	588	42	7.2%	588
Sub-Total General Network	6,228	5,090	1,138	22.4%	7,626
Schools Services income	3,544	3,946	(402)	(10.2%)	6,189
Total – Subsidised Services income	9,772	9,036	736	8.1%	13,815
Net Cost - Subsidised Services	19,547	19,551	4	0.0%	29,674

3. CHANGES TO THE COMMERCIAL NETWORK (ANNEX A)

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

4. CHANGES TO THE COMMERCIAL NETWORK (ANNEX B)

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

5. CHANGES TO GENERAL SUBSIDISED SERVICES (ANNEX C)

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

6. FINANCIAL IMPLICATIONS

6.1 Financial implications are set out in Part B of the report. However as there are no financial implications in Part A, there is not a financial Part B report on this occasion.

7. RECOMMENDATIONS

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

Stephen Rhodes

Director of Bus

SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

ANNEX A

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ ticketing)	Comments/TfGM officer recommendations
SD BY	95 Salford – Prestwich – Whitefield - Bury	Go North West	Service 95 operates every 30 minutes Monday to Saturday daytime, hourly Sunday daytime and every two daily evenings. The Mon-Fri 1821 from Salford Shopping Centre to Bury Interchange re-timed to start at 1820 and curtailed to terminate at Prestwich, Tesco.	29/01/2023	Monday to Friday 1750 and 1838 from Salford Shopping Centre	n/a	No TfGM action
MR	85/85A Manchester – Alexandra Park – Chorlton	Stagecoach Manchester	Services 85/85A provide a combined 12 minute frequency Monday to Saturday daytimes and 15/30 minute frequencies Monday to Saturday evenings. The 85 operates every 20 minutes on Sunday daytimes and 30 mins Sunday mornings and	29/01/2023	n/a	n/a	No TfGM action

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ ticketing)	Comments/TfGM officer recommendations
			<p>evenings. (No 85A on Sundays)</p> <p>The Sunday timetable towards Chorlton is amended to increase the Sunday morning service to every 20 minutes.</p> <p>The Sunday timetable towards Manchester is amended so the transition from 20 to 30 minute frequency happens one hour earlier.</p>				
MR	86 Manchester – Brooks Bar – Chorlton	Stagecoach Manchester	<p>Service 86 operates a high frequency in the morning peak on Mondays to Fridays, then every 12 minutes during the daytime, and every 15 min in the evenings.</p> <p>On Saturdays it operates every 12 minutes during the daytime, and every 15 min in the morning and evening.</p> <p>On Sundays it operates every 10 minutes during the daytime, every 30 minutes in the morning and every 15 minutes in the evening.</p>	29/01/2023	n/a	n/a	No TfGM action

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ticketing)	Comments/TfGM officer recommendations
			<p>The Sunday service is reduced to every 20 minutes during the daytime and every 30 minutes in the evening.</p> <p>No changes to the Monday to Friday or Saturday service.</p>				
BN	520 Bolton - Deane - Westhoughton - Deane - Bolton	Diamond	<p>Service 520 operates every 30 minutes Monday to Saturday daytime, hourly Sunday daytime and daily evenings.</p> <p>The Monday to Saturday timetable is amended to improve reliability. No change service frequency and no change to Sunday/Bank Holiday timetable.</p> <p>Monday to Friday evening journeys currently operated with TfGM subsidy are only marginally re-timed to arrive Bolton Interchange 3 minutes earlier.</p>	29/01/2023	n/a	n/a	No TfGM action

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ticketing)	Comments/TfGM officer recommendations
		Diamond	In response to the announcement regarding the outcome of the bids for the franchised services in Tranche 1, in order to manage their transition from the commercial to the franchised network, in particular to manage the risk of drivers leaving the business during the transition period, Diamond are proposing the following changes:	16/04/2023	n/a	n/a	Officer response under consideration, to take into account the potential impact on the proposed franchised network. Verbal update of progress to be given in Part B.
BN SD MR	8 Bolton - Farnworth - Pendlebury - Salford - Shudehill	Diamond	Reduce Mon-Sat daytime frequency from 12 to 15 mins.	16/04/2023	n/a	n/a	As above
BN SD MR	36 and 37 Bolton - Farnworth - Swinton - Salford - Piccadilly Gardens	Diamond	Reduce Mon-Fri daytime frequency from 12 to 15 mins (Saturday already going to 15 from January).	16/04/2023	n/a	n/a	As above
BN BY	524 Bolton - Burnden - Little Lever - Radcliffe - Bury	Diamond	Reduce Mon-Sat daytime frequency from 12 to 15 mins.	16/04/2023	n/a	n/a	As above

BN WN	582 Bolton - Gilnow - Daubhill - Over Hulton - Atherton - Leigh	Diamond	Reduce Mon-Sat daytime frequency from 12 to 15 mins. Reduce Sunday daytime frequency from 20 to 30 mins.	16/04/2023	n/a	n/a	As above
SD TD	21 Agecroft - Clifton - Swinton - Eccles - The Trafford Centre	Diamond	Withdrawal of all commercial journeys – currently half hourly daytime (the daily evening and Sunday journeys currently operated with TfGM subsidy would continue unchanged)	16/04/2023	n/a	n/a	As above
BY RE MR	163 Bury - Heywood - Langley - Middleton - Piccadilly Gardens	Diamond	Withdrawal of all commercial journeys – currently every 12 mins daytime (the few early morning, daily evening and Sunday journeys currently operated with TfGM subsidy would continue unchanged)	16/04/2023	n/a	n/a	As above
BN	520 Bolton - Deane - Westhoughton - Chew Moor - Gilnow circular	Diamond	Withdrawal of all commercial journeys – currently every 30 mins daytime (the few early morning, daily evening and Sunday journeys currently operated with TfGM subsidy would continue unchanged)	16/04/2023	n/a	n/a	As above
BN	561/562 Bolton - Top O Th Brow - Withins - Broughton circular	Diamond	Withdrawal of all commercial journeys – currently every 30 mins daytime (the few early morning, daily evening and Sunday journeys currently operated with TfGM subsidy would continue unchanged)	16/04/2023	n/a	n/a	As above

BN WN	575 Bolton - Heaton - Lostock – Horwich 575 Bolton - Heaton - Lostock – Horwich – Blackrod - Wigan	Diamond Arriva	Withdrawal of all Diamond commercial journeys – currently every 20 mins daytime (the few early morning, daily evening and Sunday journeys currently operated with TfGM subsidy would continue unchanged). The Arriva service through to Wigan would continue unchanged.	16/04/2023	n/a	n/a	As above
BN	527 Bolton — Halliwell — Smithills — Hall i' th' Wood circular	Vision	In response to the announcement regarding the outcome of the bids for the franchised services in tranche 1, Vision is proposing the following changes: Withdrawal of all Vision commercial journeys – currently every 60 mins daytime (the daily evening and Sunday journeys currently operated with TfGM subsidy would continue unchanged). Service 525, the “opposite direction” circular currently operated with TfGM subsidy would continue unchanged.	16/04/2023	n/a	n/a	Officer response under consideration, to take into account the potential impact on the proposed franchised network

SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

ANNEX B

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ ticketing)	Comments/TfGM officer recommendations
					N/A	N/A	

CHANGES TO THE SUBSIDISED NETWORK

ANNEX C

Dist	Service, route and operator	TfGM officer comments and recommendations
RE	<p>6 Rochdale – Queensway – Kirkholt circular</p> <p><i>Go North West</i></p>	<p>The daily including Bank Holiday service 6 is currently provided with the financial support from Transport for Greater Manchester. It currently provides a 20- minute service Monday to Saturday daytime, every 30 minutes Sunday daytime and hourly daily evening and Sundays.</p> <p>The operator has reported that the service is experiencing punctuality problems at peak times on weekdays. A revised timetable is proposed to improve punctuality, with the timing of most journeys altered.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
BN SD TD	<p>20 Bolton – Logistics North – Walkden – Eccles – The Trafford Centre</p> <p><i>Diamond</i></p>	<p>The daily including Bank Holiday service 20 is currently provided with the financial support from Transport for Greater Manchester. It currently provides a 30- minute service Monday to Saturday daytime, and an hourly service in the evenings and Sundays.</p> <p>The operator has reported that the service is experiencing punctuality problems at peak times on weekdays. TfGM officers are recommending revising the Monday to Saturday timetable.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
TD SD BN	<p>21/22 Trafford Centre - Eccles - Swinton - Clifton/Trafford Centre - Eccles - Swinton - Farnworth – Bolton</p> <p><i>Diamond</i></p>	<p>The daily including Bank Holiday services 21/22 are currently provided with financial support from Transport for Greater Manchester. It currently provides a half hourly service Monday to Saturday daytime/evenings and an hourly service Sunday/Bank Holiday daytime.</p> <p>The operator has reported that the service is experiencing punctuality problems Monday to Saturday daytime and early evenings and as such TfGM officers are recommending revising journeys to improve punctuality.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
SD WN	<p>126 Leigh – Astley – Boothstown – The Trafford Centre</p> <p><i>Diamond</i></p>	<p>The daily including Bank Holiday service 126 is currently provided with the financial support from Transport for Greater Manchester. It currently provides an hourly service Monday to Saturday daytimes/evenings and an hourly service Sunday daytime.</p> <p>The operator has reported that the service is experiencing punctuality problems on all days. TfGM officers are recommending revising all the service to improve punctuality.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
SD WN	<p>132 Wigan – Hindley – Atherton – Tyldesley – Boothstown – The Trafford Centre</p> <p><i>Diamond</i></p>	<p>The daily including Bank Holiday service 132 is currently provided with the financial support from Transport for Greater Manchester. It currently provides an hourly service Monday to Sunday daytimes and evenings.</p> <p>The operator has reported that the service is experiencing punctuality problems on all days. TfGM officers are recommending revising all the service to improve punctuality.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
WN	<p>516</p> <p>Leigh – Middlebrook - Horwich</p> <p><i>Diamond</i></p>	<p>The daily including Bank Holiday service 516 is currently provided with the financial support from Transport for Greater Manchester. It currently provides an hourly Monday to Saturday daytime service and every two hours in the evening and Sundays.</p> <p>The operator has reported that the service is experiencing punctuality and reliability problems. This is mainly owing to unpredictable general traffic congestion. In order to improve the punctuality and reliability, TfGM officers are recommending revising the Monday to Saturday timetable.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
WN	<p>583 Tyldesley – Atherton - Leigh <i>Diamond</i></p>	<p>The daily including Bank Holiday service 583 is currently provided with the financial support from Transport for Greater Manchester. It currently provides an hourly Monday to Saturday daytime service and every two hours in the evenings and Sundays.</p> <p>The operator has reported that the service is experiencing punctuality and reliability problems. This is mainly owing to unpredictable general traffic congestion. In order to improve the punctuality and reliability, TfGM officers are recommending revising the Monday to Saturday timetables.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
WN	<p>584 Leigh – Plank Lane - Crankwood <i>Diamond</i></p>	<p>The daily including Bank Holiday service 584 is currently provided with the financial support from Transport for Greater Manchester. It currently provides an hourly Monday to Saturday daytime service and every two hours in the evenings and Sundays.</p> <p>The operator has reported that the service is experiencing punctuality and reliability problems on weekdays. This is mainly owing to unpredictable general traffic congestion. In order to improve the punctuality and reliability, TfGM officers are recommending revising the Monday to Friday timetable.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
WN	<p>588 Leigh – Plank Lane - Lowton <i>Diamond</i></p>	<p>The daily including Bank Holiday service 588 is currently provided with the financial support from Transport for Greater Manchester. It currently provides an hourly Monday to Saturday daytime service and every two hours in the evenings and Sundays.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>The operator has reported that the service is experiencing punctuality and reliability problems on weekdays. This is mainly owing to unpredictable general traffic congestion. In order to improve the punctuality and reliability, TfGM officers are recommending revising the Monday to Friday timetable.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
RE	<p>R2 Rochdale – Norden – Bamford – Heywood – Bury</p> <p><i>Rosso</i></p>	<p>The Monday to Saturday hourly service R2 is currently provided with the financial support from Transport for Greater Manchester.</p> <p>In connection to changes to service R8 (see below), it is proposed to introduce an additional short evening journey on Mondays to Fridays, departing Rochdale at 1910, and terminating Norden at 1926. This will be the last journey ex Rochdale on Mondays to Fridays. No changes to the Saturday timetable.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
RE	<p>R8 Rochdale – Bamford - Norden</p> <p><i>Rosso</i></p>	<p>The daily including Bank Holiday service R8 is currently provided with the financial support from Transport for Greater Manchester. It currently provides an hourly daytime and hourly evening service, Monday to Sunday.</p> <p>In connection with changes to other services in the area, on Mondays to Fridays, it is proposed to withdraw the 0636 ex Norden journey and the 1820 and 1910 ex Rochdale journeys. Similar connections are provided by service 17 between Rochdale and Norden. No changes are proposed to the Saturday or Sunday services.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>
RE	<p>R11 Lane Head – Daniel Fold – Rochdale</p> <p><i>Rosso</i></p>	<p>In connection with changes to other services in the area, it is proposed to introduce new service R11. This service will operate on schooldays only, with one morning journey from Lane Head to Rochdale</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>Interchange departing 0824, and one afternoon journey from Rochdale Interchange to Lane Head departing at 1419.</p> <p>There are no financial implications arising from this proposal.</p> <p>Members are asked to approve this recommendation which would be effective from 29th January 2023.</p>

This page is intentionally left blank

GREATER MANCHESTER TRANSPORT COMMITTEE BUS SERVICES SUB-COMMITTEE

Date: Friday 20th January 2023

Subject: Local Link Performance Update and Accessible Transport Review

Report of: Stephen Rhodes, Bus Director, TfGM

Purpose of Report

To update Members on the existing Local Link provision and areas under consideration as part of the Accessible Transport Review

Recommendations:

Members are asked to note the contents of the report.

Contact Officers

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

Nick Roberts, Head of Services & Commercial Development, nick.roberts@tfgm.com

Rowan Wakeling, Bus Planning – DRT rowan.wakeling@tfgm.com

Equalities Implications

Equalities Impact Assessments will be completed in advance of development and implementation of recommendations identified through the Accessible Transport Review.

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: None

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

1 Introduction

- 1.1 The Accessible Transport sector in Greater Manchester is broadly made up of the following services:
- Ring and Ride
 - Local Link
 - Community Transport
 - Health (Non-Emergency Passenger Transport Services - NEPTS)
 - SEN Schools Transport
- 1.2 Of these, the Ring and Ride and Local Link services are those which are directly funded by TfGM (via grant funding or through award of subsidised services), while TfGM also works to support provision in the other areas.
- 1.3 This report provides a summary update on TfGM's Local Link services, followed by an update on some of the key areas which are being considered as part of the Accessible Transport Review. A detailed report on the Ring & Ride service was provided at the meeting of this Committee on 18 November 2022, where a subsequent update on the Local Link services and the Accessible Transport Review was requested. The focus of this report is on the Local Link services, which, together with the Ring and Ride service, are the elements of demand responsive transport within TfGM's control.
- 1.4 The Local Link services offers a flexible transport solution for local journeys in areas where public transport services are limited. Passengers can book a shared minibus or wheelchair accessible vehicles to travel within one of the Local Link service areas: Dunham Massey, East Manchester, Heald Green, Heywood, Middleton, Partington, Saddleworth and Mossley, Timperley and Wythenshawe.
- 1.5 Local Link is available to anyone travelling within the specified service areas. There are no restrictions on who can use the service; once passengers are registered for the service they can book their journeys by phone or online, between 1 hour and seven days in advance.
- 1.6 TfGM provides the contact centre and booking software. The operators provide the drivers and vehicles at the times specified in the contract. There are currently nine advertised services across five contracts provided by one operator, using 11 vehicles in total. The Local Link services cover approximately 220 square km across Greater

Manchester. Appendix 1 includes a more detailed overview of each service. Services are in place:

1.7 The total operating cost for all five contracts is £1.14 million per annum.

2 History/Background

2.1 Local Link services were initially developed as a way of fulfilling a transport need difficult to fulfil by conventional bus services, such as in the following circumstances:

- Where there is latent low demand such as straggling communities or rural areas;
- Where conventional public transport is uneconomic to provide;
- Where conventional public transport is ineffective in meeting a range of journey aspirations, such as where several destinations need to be served but there is low demand;
- To kickstart public transport demand in developing areas or site.

2.2 The benefits of DRT are the ability to provide a bus service for difficult to reach areas at a lower cost than a general bus for areas of lower demand or areas where a general bus service cannot penetrate due to geographical spread of trips or geography. The buses only run when required which helps to reduce carbon emissions. Services are convenient for customers and are a viable option for when a general bus service is not appropriate.

2.3 The challenges of such services are that by their very nature, there is little evidence of them being commercially viable and the subsidised services incur higher costs per passenger than general buses as they can only carry so many passengers due to the vehicle size and spread of journeys. Services can be most efficient where the majority of passengers are travelling to or from the same place however often the requirement is for areas which do not have good coverage in a wider area, so this is not possible. Services can also be more efficient where there are multiple vehicles in the same area and so can optimise schedules.

3 Local Link – Current Performance/Impact of Covid

3.1 In the financial year before the start of the Covid-19 pandemic, April 2019 to March 2020, Local Link services provided 149,587 passenger journeys on 19 vehicles. During the height of the pandemic, passenger capacities on the vehicles were reduced to promote social distancing and minimise the risks to users/drivers and enhanced cleaning routines were implemented by the operators. Demand for the services fell due to reduced travel patterns which was consistent with other modes,

although services with a high proportion of employment journeys to industrial estates experienced a lower reduction in demand.

3.2 As a result, most Local Link services continue to be affected by the patronage reductions seen during the pandemic. Wythenshawe is now at comparable levels to pre-Covid operation but patronage on other services is still significantly lower. Notwithstanding this, all Local Link services are now heavily used for employment purposes with all except the Saddleworth service having 50% or more employment journeys.

3.3 Changes to the local bus network in Rochdale facilitated the removal of the Kingsway service in April 2022, allowing the destination to be served in a more cost-effective way by general bus, having helped to grow demand for public transport access to the site. Initial figures show that trips to and from the businesses on the Kingsway site on the general bus have reached levels similar to those delivered on the Local Link service with a significantly reduced cost. At the same time, the site was removed as a destination on the Middleton and Heywood service and the hours reduced to reflect the change in passenger demand. The Partington day-time service was also removed due to improvements to the local bus network (Monday to Saturday), with the resource moved to provide a second vehicle and increase coverage on the evening service. Table 1 provides a summary the services and total annual patronage.

Table 1: Patronage by Financial Year

Financial year – April to March	Patronage	Number of Vehicles	Comment
2019/2020	149,587	19	
2020/2021	81,322	18	Ramsbottom removed end of March 2020.
2021/2022	89,795	15	Logistics North removed in April 2021. Hindley removed in October 2021
2022/2023 projection if	70,000	11	Kingsway removed/1 vehicle reduced on

patronage does not increase			Middleton/Heywood and Partington daytime service removed in April 2022.
-----------------------------	--	--	---

3.4 Table below shows a sample month's patronage by contract.

Table 2: sample month of patronage, Local Link services

Contract	November 2022 Trips
Uppermill and Saddleworth	333
Partington/Dunham Massey	594
East Manchester/Danebank	786
Middleton/Heywood	1,180
Wythenshawe/Heald Green/Timperley	3,100
Total Trips	5,660

4 Local Link Service Improvement Plan

4.1 As a result of these lower patronage numbers, a Local Link Service Improvement Plan has been developed to help ensure value for money is being delivered.

4.2 Officers have devised a marketing campaign to promote these services to attract new users and increase usage. This activity started in August and September and further activity will continue into January and February. The marketing includes:

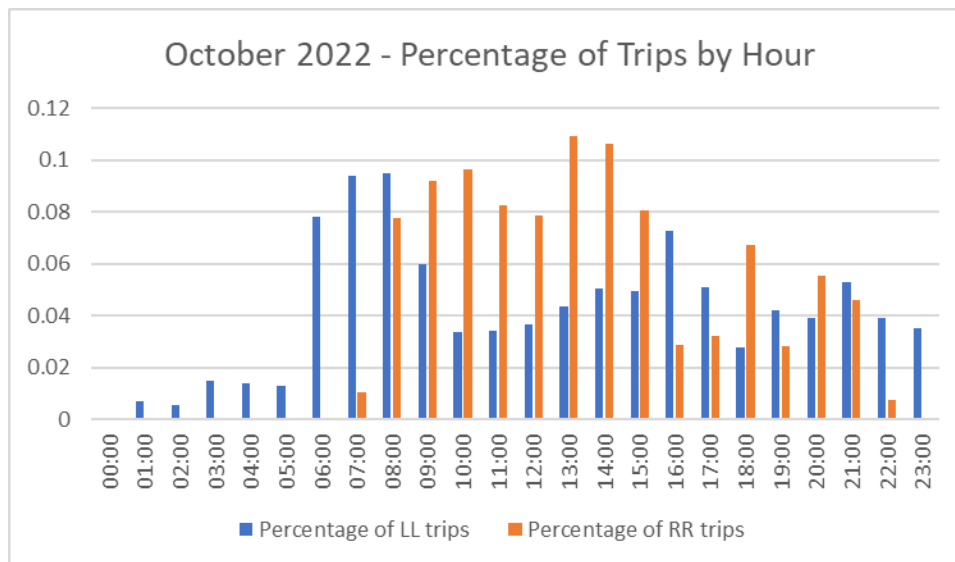
- Distribution of leaflets to Travelshops in relevant areas
- Social media adverts
- Local Link materials developed and issued with Get on Board branding alignment through TfGM's social channels;
- Paid socials targeted in LL areas;
- Rail posters in Local Link areas;
- TfGM MPU homepage link (banner ads);
- Leaflets to be distributed in GPs, local libraries, housing associations (within LL areas);

- A stakeholder toolkit will be issued via email to a list of bespoke stakeholders within each service area. This includes local councillors, local industrial estates where connections are limited, community centres, housing associations, community groups etc;
- Inclusion in the district newsletter;
- Work with Customer team to ensure processes are being followed correctly for new registrations;
- Review of Digital platform to ensure messaging is consistent and understandable;
- Ensuring revenue processes are in place to capture revenue from capped fare reimbursement scheme and smart GMTL products.

- 4.3 Officers will be in touch with councillors in relevant areas to share promotional materials. Repeated marketing of the service is required to sustain trip numbers and deliver value for money. It is important that services are designed which are easy for customers to understand while also not detracting from the general bus network. This is currently a challenge using the existing technology. Subsequent tenders will include a requirement in the technology where Local Link trips are only offered if there is not a bus service within certain time and distance parameters or in the event of a disability reason.
- 4.4 At the same time, TfGM are working on developing a more detailed specification for the Local Link vehicles to ensure they can meet the needs of as many users as possible and provide a consistent experience.
- 4.5 As part of this improvement plan achievable improvement targets have been set for the services, in order to demonstrate positive patronage trends. If patronage does not increase to an acceptable level then alternative options will be considered e.g. withdrawal or more significant reductions e.g. removal of weekends. If services do have to be withdrawn, work will be done to assess whether amendments to bus services can be made to fill some of the gaps and users signposted to Ring and Ride where appropriate.
- 4.6 In addition, officers are also exploring opportunities to better utilise resource across both Local Link and Ring and Ride services as part of the Accessible Transport Review. As previously reported to this committee, TfGM will assume control of the Ring and Ride call centre function in 2023 which will allow a small-scale 'co-mingling' pilot to be tested. This means using the Ring and Ride and Local Link fleets more

flexibly, allowing Local Link services to accept Ring and Ride trips which have been refused due to capacity and vice versa, where passengers are able to travel on the Local Link vehicles. As the peak times of travel vary between Local Link and Ring and Ride this could be a way to increase the number of trips able to be carried across both services, shown below in Figure 1.

Figure 1 - Percentage of trips by hour for Local Link and Ring and Ride services.



4.7 Another area for improvement is the current state of the market for Local Link operators is extremely limited. In 2021/2022 there were three operators providing Local Link services (two taxi companies and one community transport organisation). However, following the withdrawal of services in Bolton and Hindley, there is now only one taxi operator providing the remaining services. In 2022 officers engaged with bus companies to understand the lack of bids from that sector. The feedback was:

- Longer contract terms are more attractive
- Often outpriced by taxi companies as bus companies operate under PSV licencing

4.8 Once the immediate recovery of the services has been reviewed, these will be considered in future tenders, for example, seeking to issue future tenders further in advance of contract start dates.

5 Other Accessible Transport provision

Community Transport

5.1 There is an active community transport sector within Greater Manchester. Most are part of the Community Transport Association and over the last few years attend a

forum which has been led both by TfGM and the CTA in turn. This forum is used to discuss best practice and share ideas and takes place on a quarterly basis.

- 5.2 There are currently six Community Transport operations in Greater Manchester covering Rochdale, Oldham, Stockport, Tameside, Wigan and one GM-wide organisation. As of 2018/2019 they provided in the region of 115,000 trips per annum. These are delivered through a mixture of volunteer driver schemes where volunteers use their own cars to transport people and minibus or wheelchair accessible cars. Four of the organisations have one or more minibuses totalling circa 20 minibuses and wheelchair accessible vehicles. They provide a mixture of individual journeys, group travel trips, SEN and health contracts, and hospital appointments to older people, people with disabilities and sick children.
- 5.3 These organisations are funded from a mixture of grants, local authority contracts, trading, membership fees, CCGs, and fundraising/donations. See annex 2 for an overview of each organisation.
- 5.4 Further joint working will be beneficial to understand how whether the various services could work together to either share vehicle resources or other shared procurement activities, particularly to support Ring & Ride provision.

Health Journeys – NEPTS

- 5.5 Non-emergency patient transport (NEPTS) in Greater Manchester is a service delivered by North West Ambulance Service. They provide non-emergency transport to and from hospital appointments using a mixture of ambulances and other contracting transport providers, based on a set of eligibility criteria. The service covers Lancashire, Greater Manchester, Merseyside and Cumbria and delivers approximately 1.2 million journeys per year.
- 5.6 Officers from TfGM have previously met with representatives from the NHS and NWAS to understand possible synergies, but the Covid-19 pandemic did move priorities away from this area.
- 5.7 While this remains a key element of the overall objectives of the Accessible Transport Review, it will require significant resource to progress in this area, at least in the short term, and given other pressures it is questionable how much of a priority this will be for the health sector at this time. Officers will continue to engage with the health sector with the aim of sharing data to look at this issue more closely to demonstrate the business case by delivering improved efficiency.

6 Accessible Transport Future Objectives and Integration with the Wider Network

- 6.1 The short-term priorities for Local Link in Greater Manchester are to improve patronage and maximise efficiencies within the existing services. Local Link services are not currently included in the franchising model however there is the goal to align Local Link services more closely with the general network.
- 6.2 In order to achieve this Anybus products have been accepted on Local Link services to allow interchanging between Local Link and other modes for some years. In September 2022 fares were brought in line with the capped £2 single bus fares. Local Link services will have 'light touch' Bee Network branding to indicate that Local Link services are part of TfGM's integrated network.
- 6.3 Following the full implementation of bus franchising in 2025, TfGM will have control over the whole bus network. Bus planning principles are being drawn up which will inform how decisions are made about where services are. DRT will form a part of those principles to apply a consistent approach to how and where a Local Link service could or should be introduced.
- 6.4 TfGM is also working on a new Local Bus Strategy document. Local Link and Ring and Ride principles and objectives will be included to ensure that DRT is considered as part of a wider network.
- 6.5 Future procurement activities for the scheduling software will be designed in reference to the new technology for journey planning and ticketing with integration where appropriate.
- 6.6 Pooling DRT vehicle resources across Greater Manchester will delivery greater value for money and a better customer offer. The first step is merging the contact centres and running the co-mingling pilot with the Local Link and Ring and Ride services.
- 6.7 Further work needs to be undertaken to understand what the possibilities are around integrating further with health and SEN school's journeys to provide a 'total transport' approach.
- 6.8 Currently SEN transport is procured and managed at Local Authority level. The Review was presented at the Children and Young People's Steering Group in January 2022. Local authority leads have proposed a pilot scheme to be developed with interested authorities. TfGM will support this review with technical advice and support when required.

6 Next Steps

- Marketing campaign for Local Link services with to reach lower costs per passenger;
- Merge the LL and RR contact centres;
- Review Local Link performance in June/July - a further report on any decisions will be brought to this committee;
- Issue scheduling specification permitting integration with other TfGM applications and integrating DRT with a journey planner, so trips are only offered where there is no other alternative;
- Develop a pilot scheme to use the RR and LL fleets more flexibly – co-mingling;
- Include DRT in the Local Bus Strategy – publication Summer 2023;
- Continue engagement with the Community Transport Sector and lead GM forums;
- Ensure DRT is included in the Bus Planning Principles Guidance;
- Develop the operator market by changes to tendering process.

Appendix 1

Details of Local Link Services

Service Name	Hours of Operation	Contract	Peak Time Vehicles	Key Destinations
Wythenshawe	24/7 Monday to Sunday			Manchester Enterprise Zone areas:
Timperley				
Heald Green	9am to 5pm Monday to Friday (24/7 for trips between Heald Green and Manchester Enterprise Zone)	Wythenshawe/Heald Green/Timperley (0014)	3 vehicles	Manchester Airport, World Freight Centre, Wythenshawe Hospital and Atlas Business Park
East Manchester	6:30pm to 10pm Monday to Sunday	East Manchester/Dane Bank (6012)	2 vehicles	North Manchester General Hospital/MRI/St Marys/Eye Hospital
Dane Bank Evening	6:30pm to 10pm Monday to Sunday			Crown point Shopping Park/Morrisons (Denton Town Centre)
Heywood	5:50am to 10:30pm Monday to Friday and 9am to 5pm Saturday and Sunday	Heywood/Middleton (6085)	3 vehicles	Heywood, Pilsworth Industrial Estate, Heywood Distribution Centre

Middleton	5:30am to 10:30pm Monday to Sunday			Middleton, Birch Services, Heywood Distribution Park, North Manchester General Hospital
Partington				Partington, Dunham Massey, Altrincham, Sale, Trafford Centre, Trafford Park, Urmston, Warburton. Key locations include Trafford General Hospital, Trafford Centre, Trafford Park and Altrincham Interchange
Dunham Massey	5am to 8:30am and 6:30pm to midnight Monday to Saturday and 5am to 11pm Sunday	Partington/Dunham Massey (6070)	2 vehicles	
Saddleworth and Mossley	7am to 6pm Monday to Friday, and 8am to 6pm Saturday and Sunday	Saddleworth and Mossley (6069)	1 vehicle	Denshaw, Delph, Diggle, Dobcross, Uppermill, Greenfield, Scouthead, Mossley

Appendix 2

Overview of Community Transport Organisation Services

Name of Organisation	Description of Activities	Number of Journeys in 2018/2019
Driven CIO (Wigan)	Accessible minibus and volunteer driver scheme. Aimed at vulnerable and isolated people, community groups and care homes. Mixture of individual journeys, group transport and a home to school contract.	Approx 7,500
Easy Go Community Transport (Stockport)	Minibus based. For Stockport residents who cannot use or have great difficulty in using public transport. Group travel, SEN and NHS contracts.	40,000
HMR Circle Volunteer Drivers Scheme (Rochdale, Heywood, Middleton and the Pennine Villages)	Volunteer driver scheme for older people (50+) and vulnerable adults who cannot or struggle to use public transport. One accessible minibus. Focus on social isolation and linked to a social circle linking transport with social events to combat social isolation.	Approx 17,500
Transport for Sick Children (GM)	Volunteer driver scheme which takes sick children to hospital and clinic appointments. Covers all of Greater Manchester.	Approx 5,800
Stockport Car Scheme	Volunteer driver scheme for anyone over the age of 18 who would struggle to use public transport and pay their council tax to Stockport.	Approx 40,000

Miles of Smiles (Action Together - Tameside)	Volunteer driver service for anyone who lives in Tameside and has a health condition, who does not have their own transport and, due to illness, age or disability is unable to use public transport to get about. Mixed social/health/leisure trips.	Approx 6,500
--	---	--------------

This page is intentionally left blank

Greater Manchester Transport Committee – Work Programme

January 2023 to March 2023

The table below suggests the Committee's work programme from January 2023 to March 2023.

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.

January 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	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
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Local Link and Accessibility Transport Review	James Baldwin	To review overall performance of Local Link and the accessibility of transport options.	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

January 2022				
MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Metrolink & Rail Services Sub Committee	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Update and Evaluation of Dogs on Trams	Daniel Vaughan	To provide an update on the feedback received and the outcome of the pilot of dogs on trams.	Policy Development
	Vandalism Costs	Daniel Vaughan	To receive a briefing about vandalism costs.	Accountability
	Rail Station Accessibility Programme	Simon Elliott	To receive an update on the status of rail stations across Greater Manchester	Implementation
	Manchester Recovery Taskforce	DfT	To inform the Committee of the work to improve the performance of rail services in GM.	Implementation
	Introduction to the Active Travel Commissioner	Sarah Storey	To hear directly from the GM Active Travel Commissioner on the refreshed vision for active travel in Greater Manchester.	Policy development

January 2022				
MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Active Travel Sub Committee	School Streets	Simon Warburton	To receive an update on the Schools Street Initiative.	Implementation

February 2022				
MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Update on Bus Franchising	Eamonn Boylan / Anne Marie Purcell	To provide an update on the latest status of the bus franchising programme.	Implementation
	Update from the GM Mayor	Andy Burnham	To receive an update from the GM Mayor against his priorities for 2022/23.	Accountability
	Manchester Recovery Taskforce	DfT	To inform the Committee of the work to improve the performance of rail services in GM.	Implementation

February 2022				
MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Operator Update	George Thomas (TPE) and Avanti	To provide an update on current performance and issues.	Accountability
	Concessions Passes	James Baldwin (TfGM)	To provide an update on performance of this scheme to date.	Accountability

March 2023				
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

March 2023				
MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	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
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Metrolink Contract Strategy	Steve Warrener/Danny Vaughan	Ahead of the GMCA decision in February.	Policy Development
	Access for All Update	Simon Elliott	Ahead of GMCA decision	Implementation

March 2023				
MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Update on Bus Franchising	Eamonn Boylan / Anne Marie Purcell	To provide an update on the latest status of the bus franchising programme.	Implementation
	Six monthly update on TravelSafe	Lucy Kennon, TfGM	To provide a regular update on the work undertaken by the TravelSafe Partnership	Accountability
	CRST	Simon Warburton		
	Operator Update	Chris Jackson (Northern)	To provide an update on current performance and issues.	Accountability

This page is intentionally left blank