

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

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

**TIME:** 10.30 am

**VENUE:** Friends Meeting House - Main Hall, 6 Mount Street,  
Manchester, M2 5NS

**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 Committee Sub Committee meeting held 7 October 2022**

5 - 16

To consider the approval of the minutes of the meeting held 7 October 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. Changes to the Bus Network and Review of Subsidised Bus Services Budget** 17 - 44

Report of Stephen Rhodes, Director of Bus, TfGM.

**6. Operator update**

To receive a verbal update from Bus Operators in attendance.

**7. Ring and Ride Performance** 45 - 54

Report of Stephen Rhodes, Head of Bus, TfGM.

**8. GM Transport Committee Work Programme** 55 - 60

To note the Work Programme for the GM Transport Committee and its Sub Committees.

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

|                  |           |
|------------------|-----------|
| Full committee   | 09-Dec-22 |
| Metrolink & Rail | 13-Jan-23 |
| Bus Services     | 20-Jan-23 |
| 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.

**1. Changes to the Bus Network and Review of  
Subsidised Bus Services Budget - Part B**

61 - 66

Report of Stephen Rhodes, Director of Bus, 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: [nicola.ward@greatermanchester-ca.gov.uk](mailto:nicola.ward@greatermanchester-ca.gov.uk)



This agenda was issued on 10 November 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 7 OCTOBER 2022  
AT FRIENDS MEETING HOUSE, MANCHESTER**

**PRESENT:**

|                                |                         |
|--------------------------------|-------------------------|
| Councillor Jo Lancaster        | Bury Council            |
| Councillor Tracey Rawlins      | Manchester City Council |
| Councillor George Hulme        | Oldham MBC              |
| Councillor Phil Burke          | Rochdale Council        |
| Councillor Roger Jones         | Salford Council         |
| Councillor Angie Clark         | Stockport Council       |
| Councillor David Meller        | Stockport Council       |
| Councillor Warren Bray         | Tameside Council        |
| Councillor Mark Aldred (Chair) | Wigan Council           |
| Councillor John Vickers        | Wigan Council           |

**OFFICERS IN ATTENDANCE:**

|                |  |
|----------------|--|
| Nicola Ward    | Governance & Scrutiny, GMCA                        |
| Stephen Rhodes | Head of Bus, TfGM                                  |
| Nick Roberts   | Head of Services & Commercial<br>Development, TfGM |
| James Lewis    | Network Development Manager, TfGM                  |

**OPERATORS IN ATTENDANCE:**

|                  |                |
|------------------|----------------|
| Mark Mageean     | Stagecoach     |
| Matt Rawlinson   | Rotala/Diamond |
| Paul Townley     | First          |
| Ian Humphreys    | First          |
| Paul Turner      | Trans Dev      |
| John Roxwell     | Go North West  |
| Alastair Nuttall | Arriva         |

**GMTBSC 21/22 APOLOGIES**

**Resolved /-**

That apologies be received and noted from Councillors Howard Sykes and Linda Blackburn.

Apologies were also received from Gary Nolan (One Bus).

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

**Resolved /-**

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

**GMTBC 23/22 APPOINTMENT OF CHAIR AND VICE CHAIR**

**Resolved /-**

That the appointment of Cllr Mark Aldred as Chair and Cllr Warren Bray as Vice Chair for the Bus Services Sub Committee be noted.

**GMTBSC 24/22 MEMBERSHIP**

**Resolved /-**

That the membership of the Bus Services Sub Committee for the forthcoming municipal year be noted as below –

| <b>Member</b>             | <b>Representing</b>     |
|---------------------------|-------------------------|
| Councillor Tracey Rawlins | Manchester City Council |
| Councillor George Hulme   | Oldham Council          |
| Councillor Phil Burke     | Rochdale Council        |
| Councillor Roger Jones    | Salford Council         |
| Councillor David Meller   | Stockport MBC           |
| Councillor Warren Bray    | Tameside MBC            |
| Councillor Mark Aldred    | Wigan Council           |
| Councillor John Vickers   | Wigan Council           |

|                            |                  |
|----------------------------|------------------|
| Councillor Jo Lancaster    | Bury Council     |
| Councillor Linda Blackburn | Trafford Council |
| Councillor Howard Sykes    | Oldham Council   |

1.

**GMTBSC 25/22                      DECLARATIONS OF INTEREST**

**Resolved /-**

There were no declarations of interest.

**GMTBSC 26/22                      MINUTES OF THE GM TRANSPORT BUS SERVICES SUB  
COMMITTEE MEETING HELD 18 MARCH 2022**

**Resolved /-**

That the minutes of the GM Transport Bus Services Sub Committee meeting held 18 March 2022 be approved as a correct record.

**GMTBSC 27/22                      BUS PERFORMANCE REPORT**

Stephen Rhodes, Director of Bus TfGM took members through a report which informed them of the performance of the Greater Manchester bus network during the period of February 2022 to July 2022 with a particular focus on the subsidised bus network.

This period had been characterised by the end of a covid lockdown and a national driver shortage but there still had been over 25 million miles run with one fifth being subsidised. Patronage levels continued to recover, with circa 80-90% pre-covid levels. However, there was a marked difference on demand, with an irregular pattern through days, times and services. The reliability of services was concerning, with an overall reduction to circa 96-98% due to issues with congestion, infrastructure works and a continued driver shortfall. Progress towards Euro 6 emission standards had been positive, with 70% of the GM fleet now compliant and of the 877 buses requiring retrofitting, 366 had been completed. Plans for electric buses had been expanded and the current fleet extended and across all engine types, the average vehicle age was now 9 years which was in line with the national average.

With thanks to the Bus Recovery Grant, the subsidised network had been retained at the same level throughout this period, although mileage had declined slightly. This fund had been extended until March 2023; however, officers were closely managing such costs recognising the need for a long-term sustainable bus network. The conclusions of the Network Review had been reached during this period, and the changes were illustrated in the Forthcoming Changes report later on the agenda.

Members raised their concerns regarding the reduction in the V2 service and the impact to passengers who were now required to get two buses from Leigh to Tyldesley Park and Ride and were being charged twice. However, since the introduction of two additional services at the Salford end of the Guided Busway there had been less complaints from passengers. First explained how the market had become difficult to predict as leisure travel had increased and rush hour commuting had reduced. However, following conversations with Local Councillors and TfGM, service patterns had been adjusted to meet the needs of passengers. Officers agreed that the vantage services were a benchmark for service standards across GM and therefore were being monitored on a weekly basis to ensure that the service provision was in line with demand. The ticketing issue should not be happening, so officers committed to work with First to address these issues and make the necessary improvements.

In relation to services provided by Rosso, members reported that there were ongoing issues regarding punctuality and service removals. Officers confirmed that there were regular meetings with the operator to address issues as they arise and that they had been conscious of their ability to deliver hence had not tendered for recent contracts so that they could focus on improving their the current services. Throughout September there had been a number of congestion issues that the operator reported were having adverse effects on punctuality, however they had attempted to address these through the splitting of routes and the addition of two extra buses. Officers agreed to meet with Cllr Burke and Rosso to see how these measures had improved the situation and whether any further action was required.

There had been some improvements regarding anti social behaviour on the network, however members were keen to understand how TravelSafe had been operating in the bus stations and specifically whether their enforcement had led to any recent arrests. Officers noted that anti social behaviour was a wider public transport concern and that the reassurance work of the TravelSafe Partnership was vital. Members would be receiving an update at their next

Full Committee meeting on the work of the Partnership over the last six months, including a recent operation, Operation Avro which was held across the Metrolink and Bus network.

A member raised some specific concerns regarding services in the Radcliffe area, including the punctuality of service 98 due to double parking of cars preventing bus access. Go North West offered to work with Cllr Lancaster to find a solution as they were also seeking a safe route for service 98. In the Ainsworth Village buses had been reduced to an hourly service and therefore many elderly and disabled residents were having to use taxi services as the Ring and Ride line was often engaged. Councillors Aldred and Jones offered to report this back to the next meeting of the GMATL Board. With regards to schools' services, there was no direct link for the 3 mile journey between Ainsworth Village and Bolton, resulting in an hour journey and two buses for young people wishing to make that route. Officer agreed to pick this up offline with Cllr Lancaster.

Regarding Ring and Ride, members were concerned that the current fleet did not have the provision for large electric chairs and urged that any new fleet met this accessibility criteria. The Committee recognised that the current electric scooter market was causing some challenges as the weight of these vehicles was not compliant with the lifts on the Ring and Ride fleet, however officers confirmed that such adaptations did feature in the plans for franchising the fleet across GM.

**Resolved /-**

1. That the performance of the GM Bus Network be noted.
2. That a meeting would be arranged between Cllr John Vickers, TfGM and First to address the concerns raised regarding the V1 and V2 Vantage Bus Services, specifically services capacity, waiting times and ticketing costs.
3. That officers would pick up with Cllr Phil Burke directly concerns regarding the performance of Rosso services in Rochdale.
4. That the Committee would receive an update on the work of the Travel Safe Partnership at the next meeting of the full Committee on the 14 October.

5. That officers and Go North West would speak to Cllr Lancaster outside of the meeting regarding specific issues for the service 98 in Radcliffe and also a school bus service between Ainsworth Village and Bolton.
6. That Cllr Aldred and Cllr Jones would feed back the issue regarding the Ring and Ride line being engaged to the GMATL Board.

## **GMTBSC 28/22 CHANGES TO THE BUS NETWORK AND REVIEW OF SUBSIDISED BUS SERVICES BUDGET**

Nick Roberts, Head of Services & Commercial Development, TfGM presented a report which informed Members of the changes which had taken place since the last meeting and sought guidance as to the proposed further actions to be taken by TfGM.

Following the extension of the Bus Recovery Grant (BRG) from 4 October, it was made clear that there would be several services which would become unstable. In conjunction with operators, and exercise had taken place to retain as many services as possible through procurement and direct award activities. Delegation was given to the Chief Executive of GMCA & TfGM to meet the registration deadlines and as a result 60 routes were retained.

Annex A to the report details the proposed commercial changes by operators, where officers have assessed the potential impact and deemed that there is no need to intervene.

Annex B details proposed service changes and includes those proposed service changes that TfGM have subsidised to maintain stability across the network until the introduction of the relevant bus franchising phase. Members were asked to note a typographical error in the report and that service 464 had been introduced not reduced.

Annex C includes information relating to the normal tender period and those subsidised services. Any relevant changes had been communicated to ward members in the usual manner.

A member asked for the patronage levels in relation to service X84 so that the reduction in service could be more fully understood, First offered to provide these directly to Cllr Hulme.

In relation to the proposed withdrawal of the Sunday service for route 595 members were concerned as to the implications for residents in Hindley Green, as although some of the route had been replaced by service 583 Monday – Saturday it was felt that this Sunday service reduction would be further detrimental to residents. However, this could be mitigated through a potential route change to the 585 service that officers agreed to discuss further with Cllr Vickers.

Thanks were expressed for the retention of services 199 and 358 through the BRG grant considerations, however a member had a further suggestion regarding the proposed route for service 371 which would be sent over to officers at TfGM for consideration.

Operators echoed the excellent joint working with TfGM regarding those services at risk due to current funding challenges and remarked that the processes for engagement were excellent. Officers explained how contracts were now in place to stabilise the system until the introduction of the franchising phases, however conversations were underway with DfT regarding long term funding for the bus and Metrolink network in order for them to remain sustainable.

#### **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 typo in relation to service 464 be amended from 'reduced' to 'introduced'.
5. That thanks be expressed to officers at TfGM for the work to address the significant number of potential service changes and withdrawals.
6. That the proposed changes to general subsidised services set out in Annex C be

agreed by Members.

7. That it be noted that First would provide patronage figures regarding service X84 to Cllr George Hulme to illustrate the trend of decline.
8. That officers would meet with Cllr John Vickers to discuss the withdrawal of service 595 and consider other options that could include a route change for service 583.
9. That Cllr David Meller would submit a suggested route amendment for service 371 to officers at TfGM to consider.

### **GMTBSC 29/22 BUS OPERATOR UPDATE**

The Chair invited all bus operators present to update on the current challenges, issues and achievements across the network.

First were currently carrying c.85% pre-covid patronage, with vantage services slightly lower. 100% of the fleet were now Euro6 compliant.

Arriva had experienced some issues regarding industrial action at the Wythenshawe depot over the summer period, resulting in resource challenges. Patronage before this activity had grown to over 100% but had since reduced to 87-89%. There were some issues regarding recruitment but measures were in place to address. Lost mileage from the Wythenshawe depot was generally improving, however there were issues along the A56 in Trafford which were causing delays and impacting punctuality.

Staff turnover was higher than normal for Go North West but recruitment was manageable. Patronage had returned in line with pre-covid levels and the flat fare arrangements from September had been well received by passengers and drivers alike. This feedback will be monitored alongside patronage data. Congestion was beginning to cause concern, especially in the centre of Rochdale where the mileage on six routes had been increased as a result.

TransDev had noted that concessionary fare travel had not recovered as well as fare paying passengers, although patronage had increased overall. All GM bus retrofits had been



completed, with only ten cross-boundary vehicles not being fully compliant, although these would be replaced by next year.

Diamond reported that patronage levels remain varied, however concessions trips were markedly lower. Of 26 routes, 25 were currently affected by significant roadworks which was having an impact on punctuality. The average fleet age was reported as 6 years, with a small number yet to be retrofitted to meet the Euro6 standards. Levels of anti-social behaviour had reduced; however, plans were needed to ensure that there was not a significant spike in the spring.

Stagecoach were currently working on driver recruitment with over 95% of vacancies filled, enabling 98% of mileage to be covered. In September there had been a pay increase negotiated that did not result in any industrial action, and over the coming weeks there would be a celebration for 100 staff with over 20 years service further evidencing successful retention rates. Mileage levels were currently at circa 93-94% and patronage was stable at c82% of pre-covid levels with weekend travel seeing the most significant increase. Across the summer Stagecoach held a campaign focussed on increasing the number of young people and families who use bus services, and in October there was a further campaign planned focussing on concessionary passengers.

### **Resolved /-**

That the verbal updates provided by operators be noted.

### **GMTBSC 30/22 WORK PROGRAMME**

Members were asked to consider the current Work Programme for the GM Transport Committee and its Sub Committees.

Members questioned the criteria around concessionary passes and whether this would be relaxed as state pension age was continually increasing. The glitches around the application and validation processes were also highlighted as a barrier for passengers and potential passengers. It was suggested that the future report on Customer Information scheduled for the December meeting includes the information requested by the Committee.

In relation to retrofitting of the bus fleet, members asked that at the next meeting all bus operators could provide an update on their progress.

**Resolved / -**

1. That the proposed work programme for the GM Transport Committee and its Sub Committees be noted.
2. That a future report on concessionary travel with a focus on the current concession pass criteria, the processes by which residents can obtain the required passes and the processes by which passes can be renewed be programmed for consideration by the full committee.
3. That operators be asked to provide an update on the compliance of their fleet with regards to Euro 6 standards at the next meeting of the Bus Services Sub Committee.

**GMBSC 31/22 DATES AND TIMES OF FUTURE MEETINGS**

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

Friday 18 November 2022

Friday 20 January 2023

Friday 10 March 2023

**GMBSC 32/22 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 33/22 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 SERVICES SUB COMMITTEE

Date: Friday 18<sup>th</sup> November 2022

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

Report of: Stephen Rhodes, Director of Bus, TfGM

### Purpose of Report

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

### Recommendations:

Members are asked to:

1. Note and comment as appropriate on changes to the commercial network set out in Annex A;
2. Agree that no action is taken in respect of changes or de-registered commercial services set out in Annex A;
3. Agree the action taken in respect of the service change set out in Annex B; and
4. 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](mailto:stephen.rhodes@tfgm.com)

Nick Roberts

Head of Services & Commercial Development, TfGM

[nick.roberts@tfgm.com](mailto: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 six months to 30th September 2022.
- 2.2 The budget table presented currently excludes the planned Bus Network Review interventions (at a cost of circa £12m annualised) described below which largely come into effect from the 30<sup>th</sup> October 2022. Future reporting will include expenditure and the associated funding with respect to these additional interventions.

|   | Year to date - September 2022 |                |                  |               | Budget<br>2022/23<br>£000 |
|---|-------------------------------|----------------|------------------|---------------|---------------------------|
|   | Actual                        | Budget<br>£000 | Variance<br>£000 | %             |                           |
| <b>General Network Costs</b>              |                               |                |                  |               |                           |
| General Bus Services                      | 12,131                        | 12,526         | 395              | 3.2%          | 25,561                    |
| Local Link                                | 807                           | 863            | 57               | 6.6%          | 1,806                     |
| Shuttles                                  | 915                           | 988            | 73               | 7.3%          | 1,242                     |
| <b>Sub-Total General Network</b>          | <b>13,853</b>                 | <b>14,377</b>  | <b>524</b>       | <b>3.6%</b>   | <b>28,610</b>             |
| <b>Schools Services Costs</b>             | <b>6,414</b>                  | <b>6,609</b>   | <b>195</b>       | <b>2.9%</b>   | <b>14,879</b>             |
| <b>Total – Subsidised Services costs</b>  | <b>20,267</b>                 | <b>20,986</b>  | <b>719</b>       | <b>3.4%</b>   | <b>43,489</b>             |
| <b>General Network Income</b>             |                               |                |                  |               |                           |
| General Bus Services                      | 3,100                         | 3,238          | (137)            | (4.2%)        | 6,949                     |
| Local Link                                | 44                            | 47             | (3)              | (6.4%)        | 89                        |
| Shuttles                                  | 459                           | 496            | (38)             | (7.6%)        | 588                       |
| <b>Sub-Total General Network</b>          | <b>3,603</b>                  | <b>3,781</b>   | <b>(178)</b>     | <b>(4.7%)</b> | <b>7,626</b>              |
| <b>Schools Services income</b>            | <b>2,618</b>                  | <b>2,777</b>   | <b>(159)</b>     | <b>(5.7%)</b> | <b>6,189</b>              |
| <b>Total – Subsidised Services income</b> | <b>6,221</b>                  | <b>6,558</b>   | <b>(337)</b>     | <b>(5.1%)</b> | <b>13,815</b>             |
| <b>Net Cost - Subsidised Services</b>     | <b>14,046</b>                 | <b>14,428</b>  | <b>382</b>       | <b>2.6%</b>   | <b>29,674</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**

**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 |
|------|--|--------------------------|--|----------------|----------------------|--------------------------------------|---------------------------------------|
| TE   | 347<br>Ashton – Guide<br>Bridge –<br>Denton –<br>Haughton<br>Green | Stagecoach<br>Manchester | Service 347 operates every 10 minutes Monday to Saturday daytime, every 30 mins Sunday daytime.<br><br>It also operates half hourly Monday to Saturday evening and hourly Sunday evening.<br><br>The Monday to Saturday daytime frequency is reducing from every 10 minutes to every 12 minutes. | 29/01/23       | n/a                  | n/a                                  | No action proposed.                   |

# 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  |
|----------------|--|-------------|--|----------------|----------------------|--------------------------------------|--|
| BN<br>SD<br>MR | 8<br>Bolton – Farnworth – Pendleton – Manchester | Diamond Bus | <p>Service 8 operates every 12 minutes Monday to Saturday daytime, every 30 minutes Sunday daytime, half hourly daily evenings.</p> <p>The Sunday daytime frequency is being reduced from every 20 minutes to 30 minutes and the evening service finishes earlier.</p> <p>The route is being curtailed within Manchester City Centre with all journeys curtailed at St Mary's Gate instead of Shudehill.</p> | 29/01/23       | N/A                  | N/A                                  | <p>Service to be retained at the existing frequency.</p> <p>No action is proposed for the route curtailment at St Mary's Gate.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist     | Service No. and Route                            | Operator      | Proposed Change   | Effective From | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|----------|--|---------------|---|----------------|----------------------|--------------------------------------|--|
| RE<br>MR | 17<br>Norden – Rochdale – Middleton – Manchester | Go North West | <p>Service 17 currently operates between Manchester and Rochdale on frequencies up to every 10 minutes. This remains unchanged.</p> <p>To partially replace the withdrawal of service 162, as detailed below, 3 morning and 4 afternoon journeys on service 17 have been extended via the current R8 route between Rochdale and Norden.</p> | 29/01/23       | N/A                  | N/A                                  | <p>Service 17 is proposed to be extended to Norden to partially replace service 162.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist     | Service No. and Route                     | Operator           | Proposed Change   | Effective From  | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|----------|---|--------------------|---|-----------------|----------------------|--------------------------------------|--|
| SD<br>TD | 21<br>Agecroft – Eccles – Trafford Centre | <b>Diamond Bus</b> | <p>Service 21 operates every 30 minutes Monday to Saturday daytime, hourly Sunday daytime and hourly/2-hourly daily evenings.</p> <p>The half hourly commercial Saturday service is being withdrawn.</p> <p>Mon-Fri 0635 from Trafford Centre withdrawn.</p> <p>Mon-Fri reduction in number of journeys early evenings.</p> | <b>29/01/23</b> | <b>N/A</b>           | <b>N/A</b>                           | <p>Service to be retained at the existing frequency.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist           | Service No. and Route  | Operator           | Proposed Change   | Effective From  | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|----------------|--|--------------------|---|-----------------|----------------------|--------------------------------------|--|
| BN<br>SD<br>TD | 22<br>Bolton –<br>Farnworth –<br>Eccles –<br>Trafford Centre | <b>Diamond Bus</b> | <p>Service 22 operates every 30 minutes Monday to Sunday daytime and hourly daily evenings.</p> <p>Mon-Fri 0550 from Trafford Centre withdrawn.</p> <p>The Sunday daytime frequency is being reduced from every 30 minutes to 60 minutes.</p> | <b>29/01/23</b> | <b>N/A</b>           | <b>N/A</b>                           | <p>Service to be retained at the existing frequency.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |



| Dist           | Service No. and Route   | Operator           | Proposed Change  | Effective From  | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|----------------|---|--------------------|--|-----------------|----------------------|--------------------------------------|--|
| BN<br>SD<br>MR | 36<br>Bolton –<br>Walkden –<br>Swinton –<br>Pendleton –<br>Manchester | <b>Diamond Bus</b> | <p>Service 36 operates every 12 minutes Monday to Saturday daytime, every 30 minutes Sunday daytime and half hourly daily evenings.</p> <p>Mon-Fri 0349 from Bolton withdrawn.</p> <p>Mon-Fri 0500 from Manchester withdrawn.</p> <p>Mon-Fri 0701 from Swinton withdrawn.</p> <p>Daily 2315 from Bolton withdrawn.</p> <p>The Saturday daytime frequency is being reduced from every 12 minutes to 15 minutes.</p> | <b>29/01/23</b> | <b>N/A</b>           | <b>N/A</b>                           | <p>Monday to Friday morning journeys and daily evening journeys to be retained at existing frequencies.</p> <p>No action proposed to Saturday daytime frequency reduction.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist           | Service No. and Route   | Operator           | Proposed Change   | Effective From  | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|----------------|---|--------------------|---|-----------------|----------------------|--------------------------------------|--|
| BN<br>SD<br>MR | 37<br>Bolton –<br>Walkden –<br>Swinton –<br>Pendleton –<br>Manchester | <b>Diamond Bus</b> | <p>Service 37 operates every 12 minutes Monday to Saturday daytimes and every 30 minutes Sunday daytime and daily evenings.</p> <p>Mon-Fri 0455 from Farnworth withdrawn.</p> <p>Mon-Fri 0550 from Walkden withdrawn.</p> <p>Mon-Fri 0543 from Manchester withdrawn.</p> <p>Daily 2310 from Bolton withdrawn.</p> <p>The Saturday daytime frequency is being reduced from every 12 minutes to 15 minutes.</p> | <b>29/01/23</b> | <b>N/A</b>           | <b>N/A</b>                           | <p>Monday to Friday morning journeys and daily evening journeys to be retained at existing frequencies.</p> <p>No action proposed to Saturday daytime frequency reduction.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist           | Service No. and Route                             | Operator           | Proposed Change  | Effective From  | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations   |
|----------------|---|--------------------|--|-----------------|----------------------|--------------------------------------|---|
| WN<br>SD<br>TD | 126<br>Leigh –<br>Boothstown –<br>Trafford Centre | <b>Diamond Bus</b> | <p>Service 126 operates hourly Monday to Sunday daytime and hourly Monday to Saturday evening.</p> <p>Mon-Fri 0820 from Leigh withdrawn.<br/>Mon-Fri 0730 from Trafford Centre withdrawn.</p> <p>Saturday 0740 &amp; 0840 from Leigh withdrawn.<br/>Saturday 0850 from Trafford Centre withdrawn.</p> <p>Monday to Friday evening service withdrawn.</p> | <b>29/01/23</b> | <b>N/A</b>           | <b>N/A</b>                           | <p>Monday to Saturday morning journeys and the Monday to Friday daily evening service to be retained at existing frequencies.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist           | Service No. and Route                            | Operator    | Proposed Change  | Effective From | Alternative Services   | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations   |
|----------------|--|-------------|--|----------------|------------------------|--------------------------------------|---|
| WN<br>SD<br>TD | 132<br>Wigan – Tyldesley – Trafford Centre       | Diamond Bus | <p>Service 132 operates hourly Monday to Sunday daytime and evenings.</p> <p>Mon-Fri 0713 from Wigan withdrawn.<br/>Mon-Fri 0610 from Trafford Centre withdrawn.<br/>Mon-Fri 0735 from Tyldesley withdrawn.</p> <p>Saturday 0836 from Wigan withdrawn.<br/>Saturday 0720 from Trafford Centre withdrawn.</p> | 29/01/23       | MF 0736 from Tyldesley | N/A                                  | <p>Monday to Saturday morning journeys to be retained at existing frequencies, except for the Monday to Friday 0735 from Tyldesley.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |
| BY<br>RE<br>MR | 162<br>Norden – Heywood – Middleton – Manchester | Diamond Bus | <p>Service 162 operates Monday to Friday at peak times.</p> <p>This service is being withdrawn, with existing journeys on service 162 becoming journeys on service 163.</p>  | 29/01/23       | N/A                    | N/A                                  | <p>Service 162 is proposed to be replaced by alterations to service 17.</p> <p><b>Please refer above for details of service 17.</b></p>   |

| Dist           | Service No. and Route                          | Operator    | Proposed Change  | Effective From | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations   |
|----------------|--|-------------|--|----------------|----------------------|--------------------------------------|---|
| BY<br>RE<br>MR | 163<br>Bury – Heywood – Middleton – Manchester | Diamond Bus | <p>Service 163 operates every 12 minutes Monday Saturday daytime, every 15 minutes on Sunday daytime and every 30 minutes daily evenings.</p> <p>Mon-Fri 0431 from Langley Lane withdrawn.<br/>Mon-Fri 1855/Sat 1858 &amp; Mon-Sat 2328 from Bury withdrawn.<br/>Mon-Fri 0513 &amp; Mon-Sat 2008 from Manchester withdrawn.</p> <p>The Sunday daytime frequency is being reduced from every 15 minutes to 30 minutes.</p> <p>Sunday short workings between Manchester and Middleton withdrawn.</p> | 29/01/23       | N/A                  | N/A                                  | <p>Monday to Saturday morning and evening journeys to be retained at existing frequencies.</p> <p>The Sunday daytime service is to be retained at the same frequency.</p> <p>No action proposed to the Sunday evening frequency reduction from 30 to 60 minutes between Manchester and Middleton.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist | Service No. and Route                           | Operator           | Proposed Change   | Effective From  | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|------|---|--------------------|---|-----------------|----------------------|--------------------------------------|--|
| BY   | 472/474<br>Bury –<br>Walmersley –<br>Ramsbottom | <b>Diamond Bus</b> | <p>Circular services 472/474 operates every 20 minutes Monday Saturday daytime, every 30 minutes Sunday daytime and hourly daily evenings.</p> <p>Service 472: Mon-Fri 0500, 0545, 0615 &amp; Sat 0630 from Bury withdrawn.</p> <p>Service 474: Mon-Fri 0530, 0600, 0625 &amp; Sat 0650, 0730 &amp; 0800 from Bury withdrawn.</p> <p>Daily evening circular services withdrawn.</p> | <b>29/01/23</b> | <b>N/A</b>           | <b>N/A</b>                           | <p>Monday to Saturday morning and daily evening journeys to be retained at existing frequencies.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist | Service No. and Route                    | Operator    | Proposed Change   | Effective From | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations   |
|------|--|-------------|---|----------------|----------------------|--------------------------------------|---|
| BN   | 501<br>Farnworth – Bolton – Johnson Fold | Diamond Bus | <p>Service 501 operates every 15 minutes Monday Saturday daytime, every 30 minutes Sunday daytime and hourly daily evenings.</p> <p>Daily early morning and early evening journeys are withdrawn.</p> <p>The Saturday daytime frequency is being reduced from every 15 minutes to 20 minutes.</p> <p>Tendered journeys currently operated by Vision Bus are unaffected.</p> | 29/01/23       | N/A                  | N/A                                  | <p>Monday to Saturday morning and evening journeys to be retained at existing frequencies. Saturday daytime Service to be retained at the same frequency.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist | Service No. and Route        | Operator    | Proposed Change  | Effective From | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|------|------------------------------|-------------|--|----------------|----------------------|--------------------------------------|--|
| BN   | 520<br>Bolton – Westhoughton | Diamond Bus | <p>Service 520 operates every 30 minutes Monday to Saturday daytime, hourly Sunday daytime and hourly daily evenings.</p> <p>Sat 0823 &amp; 0923 from Bolton withdrawn.<br/>Sat 0848 &amp; 0952 from Bolton withdrawn.</p> | 29/01/23       | N/A                  | N/A                                  | <p>Saturday morning journeys to be retained at existing frequencies.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |



| Dist     | Service No. and Route                           | Operator    | Proposed Change   | Effective From | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|----------|---|-------------|---|----------------|----------------------|--------------------------------------|--|
| BN<br>BY | 524<br>Bolton – Little Lever – Radcliffe – Bury | Diamond Bus | <p>Service 524 operates every 12 minutes Monday Friday daytime, every 15 minutes Saturday daytime, every 30 minutes Sunday daytime and hourly daily evenings.</p> <p>Mon-Fri 0500, Sat 0615 &amp; Sun 0745 from Bolton withdrawn.</p> <p>Mon-Fri 0445, 0515, Sat 0600 &amp; Sun 0730 and 0830 from Bury withdrawn.</p> <p>Daily evening journeys withdrawn.</p> <p>Departures from Bury to Bolton between 1800-1900 reduced from six to five.</p> | 29/01/23       | N/A                  | N/A                                  | <p>Daily morning and evening journeys to be retained at existing frequencies.</p> <p>No action proposed to the Monday to Friday reduction in departures from 6 to 5 from Bury between 1800 and 1900.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist | Service No. and Route                       | Operator    | Proposed Change   | Effective From | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations   |
|------|---|-------------|---|----------------|----------------------|--------------------------------------|---|
| BN   | 561/562<br>Bolton – Tonge<br>Fold – Withins | Diamond Bus | <p>Circular Services 561/562 operates every 30 minutes Monday to Saturday daytime, hourly Sunday daytime and hourly daily evenings.</p> <p>Service 561: Mon-Fri 0545 from Bolton withdrawn.</p> <p>Daily evening journeys on both services withdrawn.</p> | 29/01/23       | N/A                  | N/A                                  | <p>The Monday to Friday morning journey on Service 561 and daily evening journeys on both circular services to be retained at existing frequencies.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p> |

| Dist     | Service No. and Route                 | Operator           | Proposed Change   | Effective From  | Alternative Services  | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|----------|---------------------------------------|--------------------|---|-----------------|---|--------------------------------------|--|
| BN<br>WN | 575<br>Bolton –<br>Horwich –<br>Wigan | <b>Diamond Bus</b> | <p>Service 575 operates every 20 minutes Monday to Saturday daytime, hourly Sunday daytime and hourly daily evenings.</p> <p>Mon-Fri 0522, 0602, 1930 &amp; Sat 0614 from Horwich withdrawn.<br/>Mon-Fri 1855 &amp; Sat 0645 from Bolton withdrawn.</p> <p>The Sunday daytime service operated by Diamond Bus is being withdrawn.</p> <p>Journeys operated by Arriva North West are unaffected.</p> | <b>29/01/23</b> | <p><b>Mon- Fri 0537 &amp; Sat 0622 from Old Lord's Estate.</b></p> <p><b>Note:</b></p> <p><b>Diamond Bus have been approached to retime these journeys to maintain the span of operation.</b></p> | <b>N/A</b>                           | <p>Sunday day-time Service to be retained at the same frequency.</p> <p>Specific journeys on Monday to Saturday are not proposed to be replaced, due to the existence of alternate journeys proximate to the journeys being withdrawn. Albeit some passengers may need to access the service at The Crown in Horwich instead of Old Lords, which is under 400 metres.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report</b></p> |

| Dist | Service No. and Route       | Operator           | Proposed Change  | Effective From  | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|------|-----------------------------|--------------------|--|-----------------|----------------------|--------------------------------------|--|
| WN   | 584<br>Leigh –<br>Crankwood | <b>Diamond Bus</b> | Service 584 operates hourly Monday to Saturday daytime, every two hours Sunday daytime and daily evenings.<br><br>Sat 1611 & 1711 round trip from Leigh withdrawn. | <b>29/01/23</b> | <b>N/A</b>           | <b>N/A</b>                           | The Saturday late afternoon journeys to be retained at existing frequencies.<br><br><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b><br><br>The impact on the subsidised services budget is given in Part B of this report |

| Dist | Service No. and Route | Operator    | Proposed Change  | Effective From | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations   |
|------|-----------------------|-------------|--|----------------|----------------------|--------------------------------------|---|
| WN   | 588<br>Leigh – Lowton | Diamond Bus | <p>Service 588 operates hourly Monday to Saturday daytime, every two hours Sunday daytime and every two hours daily evenings.</p> <p>Mon-Fri 1740 &amp; Sat 0835, 1535, 1635 &amp; 1735 round trip from Leigh withdrawn.</p> | 29/01/23       | N/A                  | N/A                                  | <p>The Saturday morning and the Monday to Saturday late afternoon journeys to be retained at existing frequencies.</p> <p><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report</b></p> |

| Dist                   | Service No. and Route                     | Operator           | Proposed Change   | Effective From  | Alternative Services | Integration impact (modes/ticketing) | Comments/TfGM officer recommendations  |
|------------------------|---|--------------------|---|-----------------|----------------------|--------------------------------------|--|
| <b>BN</b><br><b>TD</b> | <b>X22</b><br>Bolton –<br>Trafford Centre | <b>Diamond Bus</b> | Service X22 operates hourly on Saturday daytime.<br><br>This Saturday service is being withdrawn. | <b>29/01/23</b> | <b>N/A</b>           | <b>N/A</b>                           | Service to be retained at the existing frequency.<br><br><b>Members are asked to approve this recommendation which would be effective from 29th January 2023.</b><br><br><b>The impact on the subsidised services budget is given in Part B of this report</b> |

**CHANGES TO THE SUBSIDISED NETWORK**

**ANNEX C**

Nothing to report

| <b>Dist</b> | <b>Service, route and operator</b> | <b>TfGM officer comments and recommendations</b> |
|-------------|------------------------------------|--|
|             |                                    |  |

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## GREATER MANCHESTER TRANSPORT COMMITTEE

### BUS SERVICES SUB COMMITTEE

Date: Friday 18<sup>th</sup> of November 2022  
Subject: Ring & Ride Performance  
Report of: Stephen Rhodes, Director of Bus, 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 ongoing recovery post-Covid.

### Recommendations:

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

### Contact Officers

Stephen Rhodes, Director of Bus, [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)

Rowan Wakeling, Bus Planning – DRT Officer [rowan.wakeling@tfgm.com](mailto:rowan.wakeling@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

## **Tracking/ Process**

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

No

## **Exemption from call in**

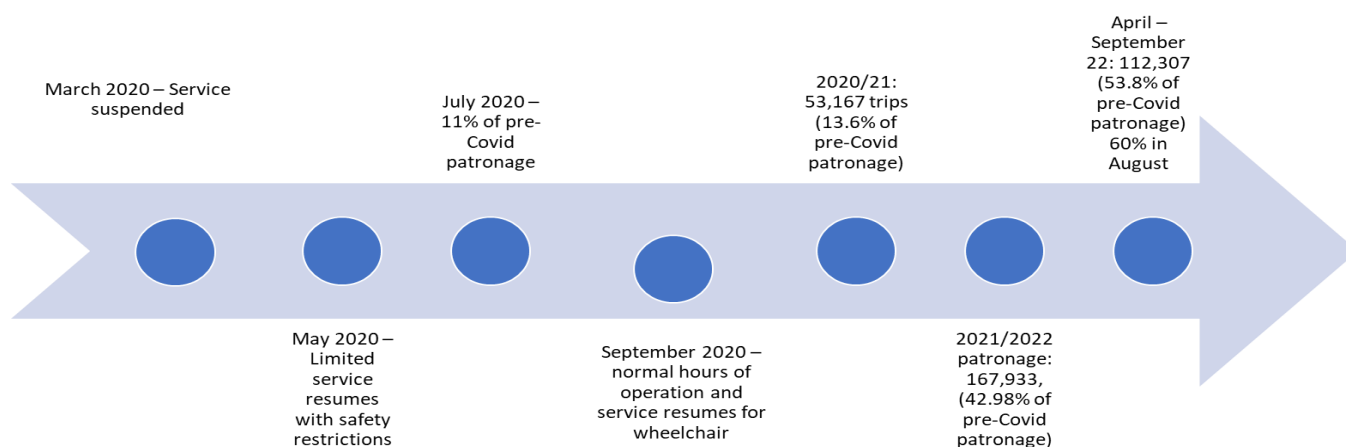
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency? N/A

# 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.
- 1.2 The Ring and Ride service is operated by Greater Manchester Accessible Transport Ltd. (GMATL) and grant funded by TfGM.
- 1.3 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.
- 1.4 Passengers can only use the service if they:
  - 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
  - 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
  - are 70 years old or over, have mobility issues and hold a TfGM Older Person's Concessionary Pass; or
  - are a TfGM Travel Voucher user; or
  - are an ex-serviceman or woman with serious walking difficulties as a result of losing a leg.
- 1.5 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 was set at £3.5 million with an additional £186,000 for lease costs in 2022/23.

## 2 Response to the Pandemic

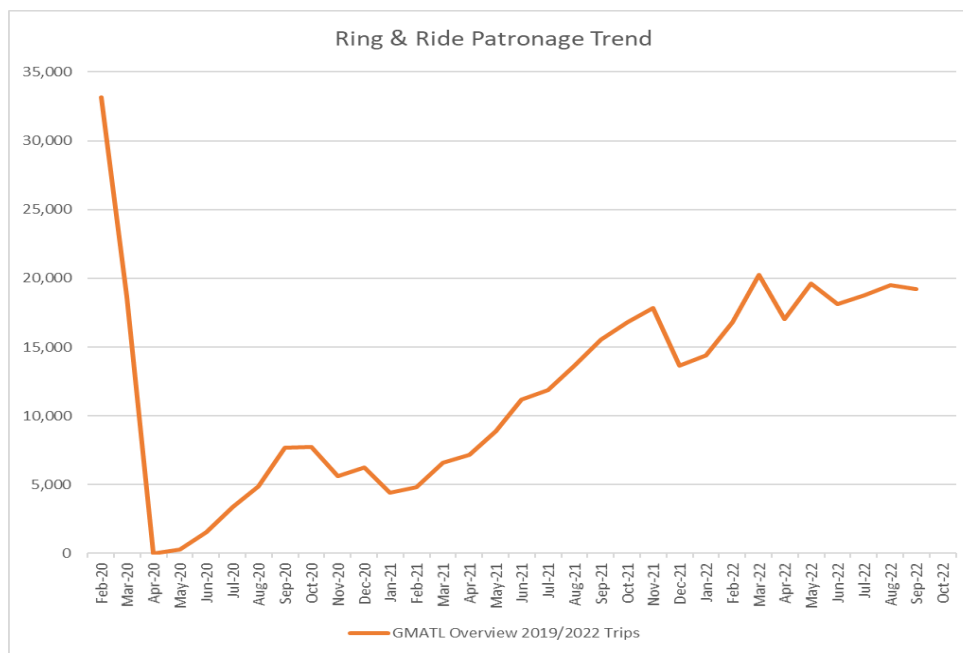
- 2.1 The service was initially suspended in March 2020 following the outbreak of Covid following an increase in 95% of cancellations. GMATL worked to resume the service with additional safety measures following government guidelines and the service had returned to the same hours of operation and levels of assistance by the September of 2022.
- 2.2 Patronage has slowly increased since then with some groups e.g. lunch clubs etc. only now returning and not always to the same numbers and frequency as before.
- 2.3 The total projected patronage for 2022/2023 is 233,010 (60%) based on the available budget and current trends. This is slightly less than the 255,000 (65%) initially projected based on the shift patterns as determined by the budget. This is because the demand hasn't returned in the same patterns as before. The service has fewer requests for trips in the evenings and weekends than previously but the daytimes are very busy. More resources are required to increase the patronage and manage demand.



- 2.4 The service has been operating at the usual times since August 2020 (between 8am to 10.45pm Monday to Saturday and 8am to 10.25pm on Sunday). Two vehicles were reintroduced in July to bring the total number of vehicles in operation to 42. The number pre-Covid was 57. An additional three vehicles were proposed and approved by GMATL's Board to be introduced imminently.

2.5 See figure 1 below for an overview of completed total trips by month since the beginning of the pandemic.

Fig. 1 – Ring and Ride patronage recovery trend

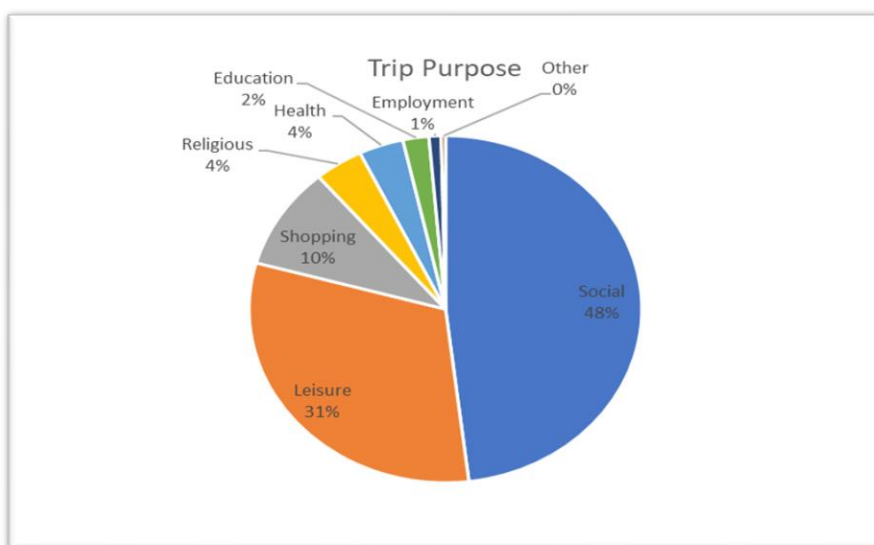


### 3 Performance

- 3.1 As of 30 September 2022, there were 6,757 registered Ring & Ride users of which 694 were wheelchair users. This compares to a total of 7,118 registered users and 673 wheelchair users when the previous Ring and Ride report was taken to this Sub Committee in March 2022. A number of inactive users were removed in August to comply with data protection policies. The number of active registered users as of September 2022 (members who have used the service within the previous twelve months) has risen to 4,088 compared to 3,436 in March 2022.
- 3.2 During the six-month period from April 2022 to September 2022 there were 145,463 trip requests and 112,285 trips performed. Trips were up by 12.6% on the previous six-month period and up 64.4% on the same period during 2021/2022. Compared to the same period in April 2019- September 2019 (pre-Covid) trips were down by 46.1%.
- 3.3 Cancellation rates between April 2022 - September 2022 were around 21% compared to 23% as previously reported in March 2022 and 19.4% in pre-Covid times (19.4% in financial year 2019/2020). Cancellation rates increased during Covid due to changes in government guidelines and plans changing due to Covid related reasons throughout this period but are now approaching their former levels.

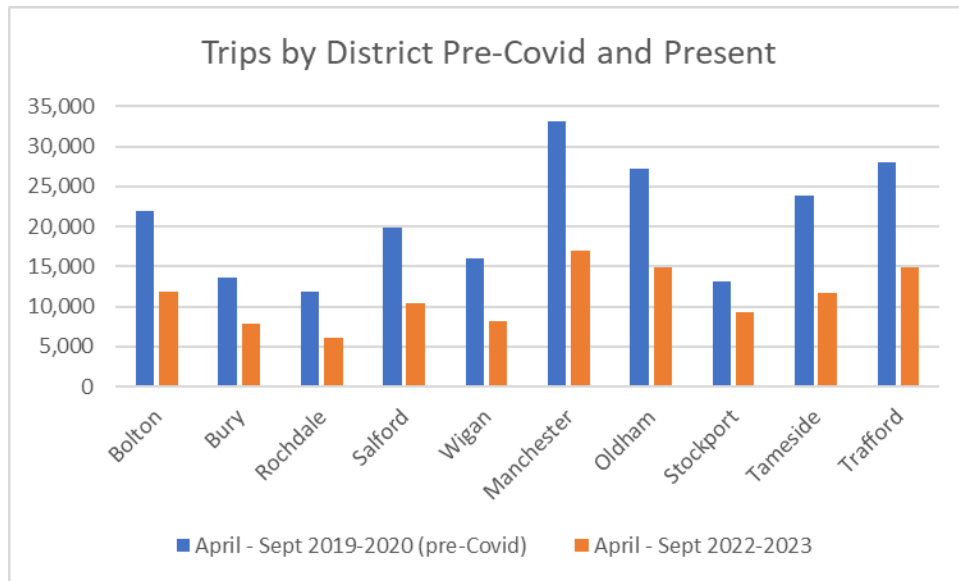
- 3.4 Between April 2022 and September 2022, the average refusal rate was 5.16%. Refusal rates have increased this year as requests have increased and the service has been affected by vehicle supply chain issues and driver shortages.
- 3.5 Between April 2022 and September 2022 wheelchair users accounted for 8,161 trips which represents 7.5% of all trips. This percentage has remained the same since this was last reported in March 2022.
- 3.6 From April 2022 to September 2022, Social and Leisure journeys were the main reasons provided for travel (48% and 31% respectively), followed by Shopping (9.5%), Religious (4%), Health (3%), Education (2%) and Employment (1%). Social and Leisure journeys accounted for 79% of all trips which was an increase compared to 54% during the period August 2020 to January 2021 as last reported to this Committee. This increase reflects the return of regular groups which are largely of a social nature and the prior focus on essential journeys during the pandemic. It should be noted that trips to day care centres are usually recorded under 'Social'.
- 3.7 See figure 2 below for a breakdown of trips by journey purpose.

Fig. 2. Trips by Purpose, April to September 2022.



- 3.8 From April 2022 to September 2022 most completed passenger journeys were completed in Manchester and Oldham (16,969 and 14,915 respectively). Most districts have recovered to a similar level of pre-Covid patronage compared to the same time period in 2019/20 (between 50% to 57%), with the exception of Stockport which has recovered to 71%. See figure 3 below.

Fig 3. Pre- and post-Covid comparison of journeys by district.



## 4 Engagement and Supply Issues

- 4.1 In June TfGM issued a survey document to gather feedback on the Ring and Ride service. 46 organisations responded involving a range of stakeholders. The key themes which came out of the report were: lack of vehicle/time availability, the perception that more marketing is required, some powered wheelchair users being unable to access the service and lower/free fares for carers. The full report will be issued to those involved.
- 4.2 GMATL and TfGM have met separately with several organisations to discuss service issues with Ring and Ride. Anecdotally, as well as feedback from the survey document suggests that although the number of requests haven't recovered to their former levels, people are now struggling to get access bookings they need. Some people have been unable to get the trips they need and so have stopped trying which will not be reflected in the figures. We have taken this evidence into account when considering the demand of the service as reported below.

## 5 Impact of Driver Shortages and Vehicle Supply Issues

- 5.1 It was reported to this Committee in March 2022 that GMATL would be able to delivery up to 65% of pre-Covid patronage on a fleet of 40 vehicles (225,000 trips). However, driver shortages and supply issues, a common issue across the wider industry in recent months, have caused some disruption to the proposed target shift output. Some vehicles have been off the road for weeks at a time with supply chain issues for spare parts. This has affected the shift output target and led to an increase of refusals (7%

in June). Two additional vehicles were added in July to provide additional resilience and an additional three vehicles were approved by GMATL's Board in November to be introduced as soon as possible. This is partly to address the above issues and partly in anticipation of an increase in demand. Officers anticipate an increase in demand when the ramped vehicles are introduced as more powered wheelchair users may be travelling. Feedback from organisations also indicates that more resources are required for regular and casual users.

- 5.2 GMATL are continuing to recruit drivers and are in discussions with unions over pay. GMATL are also engaging with the Department for Transport on their recent call for evidence on the subject of minibus licencing. A D1 licence is currently required for those who passed their test after 1997 but older drivers have grandfather rights (42 and older) and can drive a minibus without the additional licence. The proportion of the workforce with this this automatic entitlement is decreasing which is impacting the ability to recruit for GMATL and other organisations. The average GMATL driver age is 58. The training for the D1 is expensive with no guarantee that people will stay once completed.

## **6 Current Vehicle Situation**

- 6.1 GMATL are currently operating with 42 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 14 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.
- 6.2 Initial findings and discussions with similar services in other areas demonstrate that more appropriately sized electric minibuses have become available and are in use since this was last considered. Officers will be compiling information and visiting suppliers in the coming months and will put forward a proposal to begin the replacement of the Ring and Ride fleet.
- 6.3 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.

- 6.4 GMATL currently have approximately 50 passengers who use wheelchairs who are currently unable to travel due to the manual brake issue. To mitigate this problem, GMATL have ordered five low floor vehicles with rear-access ramps on a two-year lease and will replace some owned vehicles which have life-expired. The vehicles were due to be delivered in December however the manufacturer has advised this will now be April 2022 due to supply chain issues. GMATL are currently investigating other options to bridge the gap in order to bring this option in sooner. Once delivered, GMATL 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.

## **7 Ring and Ride and the TfGM Customer Hub**

- 7.1 In 2018 the GMCA Overview and Scrutiny Committee requested that an Accessible Transport Review take place to consider the Ring and Ride service. The first stage proposed as part of this review, and subsequently delayed by Covid-19, was to migrate the Ring and Ride contact centre to TfGM. This enables TfGM to become a centralised point of contact for Ring and Ride and Local Link bookings and enquiries, as well as all the other channels that TfGM provides. GMATL staff affected by TUPE have been consulted. The contractual arrangements around the technology are being finalised and once agreed, a date will be set and communicated to those involved. Customers will be informed of any minor disruption to the booking centre while the transfer takes place. This will be within the next three months. Once the staff and database have been transferred, there will be a five to six month period of aligning processes with the TfGM contact centre and cross-skilling staff to permit the full integration with TfGM's contact centre.

## **8 Next Steps**

- 8.1 TfGM and GMATL will continue to explore the electric minibus market and formulate a proposal for the replacement of the vehicles due to age out between 2025 and 2028.

- 8.2 GMATL will progress the trial of ramped vehicles to enable more electric wheelchair users to access the service and proactively contact the users who are currently unable to travel using their powered wheelchair.
- 8.3 TfGM and GMATL will complete the migration of the Ring and Ride contact centre to TfGM.
- 8.4 GMATL will continue to introduce more resources using their reserves over the coming months to establish the appropriate resourcing levels post-pandemic and inform next year's budget requirement.
- 8.5 GMATL and TfGM will review the findings from the consultation document including a review of the marketing approach.

## Greater Manchester Transport Committee – Master Work Programme

### November 2022 to February 2023

The table below suggests the Committee's work programme from November 2022 to February 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

**November 2021**

| <b>MEETING</b>                          | <b>TOPIC</b>  | <b>CONTACT OFFICER</b>             | <b>PURPOSE</b>  | <b>ALLIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b> |
|---|---|------------------------------------|---|--|
| 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. | Implementatio<br>n                                       |
|   | Update from Operators   | All Operators                      | To inform the Committee of the latest challenges, issues and achievements across the bus network.   | Accountability   |
|   | Ring and Ride Update  | Stephen Rhodes                     |   | 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   |
|   | Operator Updates  | TOC's                              | To provide an update on current performance and issues  | Accountability   |

| <b>MEETING</b> | <b>TOPIC</b>                  | <b>CONTACT OFFICER</b> | <b>PURPOSE</b>  | <b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b> |
|----------------|-------------------------------|------------------------|---|---|
|                | Infrastructure Project Update | Simon Elliott          | To provide a update on the status of rail stations across Greater Manchester. | Implementation  |

**December 2021**

| <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 | Accessibility item following Destination Bee Network consultation | Emma Flynn                   | In light of TfGM's commitment to accessibility, to provide an update on measures being taken to ensure the network is as accessible as possible. | Implementation  |
|                | City Region Sustainable Transport Settlement delivery             | TBA                          | Update on the programme delivery plan.   | Implementation  |
|                | Customer Information / Transport Interchanges                     | Sean Dyball / Howard Hartley | To evidence to Members how customers receive information and provide an update on the current status of Transport Interchanges.                  | Accountability  |

| <b>MEETING</b> | <b>TOPIC</b>                                   | <b>CONTACT OFFICER</b> | <b>PURPOSE</b>  | <b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b> |
|----------------|--|------------------------|---|---|
|                | Introduction to the Active Travel Commissioner | Sarah Storey           | To provide an opportunity for the Transport Committee to meet the new Active Transport Commissioner and hear about her vision for GM. | Policy Development                                      |

### January 2022

| <b>MEETING</b>             | <b>TOPIC</b>  | <b>CONTACT OFFICER</b>             | <b>PURPOSE</b>  | <b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b> |
|----------------------------|---|------------------------------------|---|---|
| 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  |
|                            | Update from Operators   | All Operators                      | To inform the Committee of the latest challenges, issues and achievements across the bus network.   | Accountability  |
| Metrolink & Rail Services  | Metrolink Performance Report  | Daniel Vaughan                     | To review overall performance of Metrolink.   | Accountability  |

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

**February 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  |
|                | Update from the GM Mayor      | Andy Burnham           | To receive an update from the GM Mayor against his priorities for 2022/23.   | Accountability  |



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

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