

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

**DATE:** Friday, 1st October, 2021

**TIME:** 10.30 am

**VENUE:** Council Chamber Manchester City Council -  
Manchester Town Hall, Mount Street Entrance

### 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 - 6 August 2021** 5 - 12  
 To consider the approval of the minutes of the meeting held 6 August 2021.

<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.  | <b>Bus Performance Report</b><br>Report of Stephen Rhodes, Customer Director, TfGM.  | 13 - 28 |
| 6.  | <b>Update from Operators</b><br>Verbal update from bus operators.  |         |
| 7.  | <b>Bus Stations and Interchanges</b><br>Report of Howard Hartley, Head of Facilities Management, TfGM.   | 29 - 48 |
| 8.  | <b>Changes to the Bus Network and Review of Subsidised Bus Services Budget</b><br>Report of Stephen Rhodes, Customer Director, TfGM.   | 49 - 64 |
| 9.  | <b>GMTC Work Programme</b><br>Report of Gwynne Williams, Deputy Monitoring Officer, GMCA.  | 65 - 70 |
| 10. | <b>Dates and Times of Future Meetings</b><br>To note that the next meeting of the Bus Services Sub Committee will be held on the 19 November 2021.   |         |
| 11. | <b>Exclusion of the Press and Public</b><br>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.  | <b>Changes to the Bus Network and Review of Subsidised Bus Services Budget - Part B</b><br>Report of Stephen Rhodes, Customer Director, TfGM.  | 71 - 74 |

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



This agenda was issued on 29 September 2021 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.....>

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.

This page is intentionally left blank



# Agenda Item 4

## MINUTES OF THE VIRTUAL MEETING OF THE GREATER MANCHESTER BUS SERVICES SUB-COMMITTEE HELD ON FRIDAY 6 AUGUST 2021 AT 10:30AM AT MANCHESTER TOWN HALL

### PRESENT:

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

### OFFICERS IN ATTENDANCE:

Lindsay Dunn	Senior Governance & Scrutiny Officer, GMCA
Stephen Rhodes	Customer Director, TfGM
Nick Roberts	Head of Services & Commercial Development, TfGM
Gwynne Williams	Deputy Monitoring Officer, GMCA

### ALSO IN ATTENDANCE:

Tom Calderbrook	Diamond
Bob Dunn	Diamond
Ian Humphreys	First
Gary Knowlan	First
Connor Lomas	Go North West
Paul Turner	Transdev

### GMTBSC 43/20 APOLOGIES

#### Resolved /-

That apologies be received and noted from Councillor Roger Jones (Salford CC) and Alastair Nuttall (Arriva).

### GMTBSC 44/20 APPOINTMENT OF CHAIR AND VICE CHAIR FOR 2021/22

#### Resolved /-

To note that the GM Transport Committee at its meeting on the 18 June appointed Councillor Roger Jones as Chair and Councillor Warren Bray as Vice Chair of the Bus Services Sub Committee for 2021/22.

### GMTBSC 45/20 MEMBERSHIP FOR 2021/22

#### Resolved /-

To note the membership of the GMTBC Bus Services Sub Committee for 2021/22 as follows:

<b>Members</b>	<b>Representing</b>	<b>Political Party</b>
Councillor Roger Jones	Salford Council	Labour
Councillor Warren Bray	Tameside MBC	Labour
Councillor Kevin Peel	Bury Council	Labour
Councillor Naeem Hassan	Manchester City Council	Labour
Councillor Mark Aldred	Wigan Council	Labour
Councillor Phil Burke	Rochdale Council	Labour
Councillor Barry Warner	Salford Council	Labour
Councillor David Meller	Stockport MBC	Labour
Councillor Nathan Evans	Trafford Council	Conservative
Councillor Jackie Harris	Bury Council	Conservative
Councillor John Leech	Manchester City Council	Liberal Democrat

#### **GMTBSC 46/20 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS**

##### **Resolved /-**

There were no chairs announcements or items of urgent business.

#### **GMTBSC 47/20 DECLARATIONS OF INTEREST**

##### **Resolved /-**

There were no declarations of interest.

#### **GMTBC 48/20 MINUTES OF THE GM TRANSPORT BUS SERVICES SUB COMMITTEE MEETING HELD 12 MARCH 2021**

##### **Resolved /-**

That the minutes of the GM Transport Bus Services Sub Committee meeting held 12 March 2021 be approved as a correct record.

#### **GMTBSC 49/20 UPDATE FROM OPERATORS**

The Chair invited Councillor Phil Burke (Rochdale Council) to raise an issue of concern regarding the wearing of face coverings on bus services. He expressed his disappointment on the decision to take no further enforcement action after the relaxation of restrictions on 'Freedom Day' given the increase in infection rates in the region from the delta variant. He highlighted the evidence in regard to the wearing of face coverings and the close proximity of commuters on bus services which he believed would put staff and commuters at increased risk and leave vulnerable passengers less confident to travel without the mandatory continuation on the wearing of face coverings. He suggested that operators were considering profits before the health of passengers by not supporting the extension of the wearing of face coverings until further notice.

Bus operators were requested to provide a verbal update on the key issues and developments since the last Committee meeting along with a response to the position on face coverings raised by Councillor Phil Burke.

Comments raised by bus operators included the following:

- First – Members were advised that the requirement to wear face coverings was not included in the risk assessment for staff as they would continue to work within semi sealed cabs. Regarding the wider customer base, it was advised that guidance was being followed on the network similar to that across the rail industry and retail where there was a strong recommendation for people to wear face coverings. However, this would not be mandated and it was considered it may lead to the public transport network being stigmatised and viewed differently from other environments which could discourage people from using public transport. It was further advised that both profit and cost were not the reasons behind the decision not to mandate face coverings as government funding had been received to subsidise the industry. More generally it was reported that staff were continuing to work hard throughout changing circumstances, for which the company were appreciative. It was advised there had been a slight increase in staff shielding and isolating over recent months and more recently the track and trace ‘pingdemic’ had been increasingly difficult to manage due to unpredictability and the impact on service delivery. Staffing was at the levels expected, however there had been a noticeable change in behaviours with staff reassessing their work life balance as a result of the pandemic and requesting to work shorter hours. This appeared to be impacting the industry as a whole throughout the UK.  
Patronage was reported to be 67% pre-Covid levels which varied by area and commuter routes were less busy than leisure routes. Building back from the pandemic was being considered by the organisation and current ridership trends were being reviewed. Recovery and support funding from the Dft was welcomed and work was under way with colleagues in TfGM on what the recovery process would entail over the forthcoming months along with preparation of the Bus Service Improvement Plan.
- Diamond – The position with regards to face coverings highlighted by First was reiterated. Risk assessments were in place that addressed driver safety and it was reported that some had still opted to wear face coverings. However, with regards to passengers the Government’s position on a balanced approach to choose had been adopted and the Committee were advised that staff were strongly recommended not to enforce the wearing of them to minimise conflict.  
Ridership was reported to be circa. 70% of pre Covid levels and the concessionary travel element was slightly lower. 96% of pre Covid mileage was operational across 100% of the network and the majority of services would return to normal from the beginning of September.  
Vehicles had been replaced across the fleet over the previous 18-24 months with a reported 150 new buses in GM. 70% of vehicles across the fleet were Euro 6 emission standard of which all services that operated in the city centre were of the Euro 6 standard. Zero emission buses were the planned for the city centre in the future.  
Staffing issues were reported to be a challenge with a shortage of drivers due to increased numbers of those retiring. Pay rates had been revised and new drivers were being trained to address staffing issues and deliver services.
- Go North West – Scientific studies had provided evidence that travelling by bus did not increase the risk of transmission of catching Covid and hence the same position

on face coverings had been adopted the company. Profit had not been a factor as there was a reliance on Government support across the industry.

It was advised that industrial action taken by drivers had ended in May with a negotiated settlement with the Unite union which had resulted in the return to work of all drivers by the end of May. All services were now being run in house on the usual timetable and there was a noticeable positive environment at the depot.

A marketing campaign had been launched in partnership with businesses to help the public rediscover the environmental and social benefits of bus travel as restrictions had been lifted.

There would be no significant timetable alterations in September, however recovery time would be a consideration for higher frequency services as traffic congestion during peak periods was reviewed.

There would be further fleet investment and buses would be retrofitted to ensure compliance with the Clean Air Zone emissions in 2022. Since the last meeting, an app and new website had been launched providing live customer information on service tracking and service occupancy.

Patronage was reported to be 35% pre Covid levels and there had been a high number of staff absences due to what was referred to as the 'pingdemic' and a recruitment campaign was underway.

There was a current fare promotion of £1 for any journey any distance across the operated network after 7pm to help towards the revival of the night time economy. Also being offered were ticket bundle reductions.

Punctuality was currently being affected at peak times due to the impact of traffic congestion as a result of disruptive engineering schemes across the City Centre.

- Transdev – The wearing of face coverings was still being promoted to passengers and driver screens were still in place. There had been no reported increase in feedback from customers with regard to the wearing of face coverings and no complaints from staff on the levels of people choosing whether or not to wear them. Furthermore, drivers and colleagues were being regularly tested.

It was anticipated that driver availability would improve as a result of the changes in isolation requirements.

Cleaning the fleet to the advance specification remained in place and would continue as a legacy from the pandemic.

It was advised that recovery across the network was better in both Bury and Rochdale compared to Manchester City Centre and a similar pattern was reported across Yorkshire and Lancashire where towns had busier routes than those going into the City Centre's.

There were fare promotions across the network to encourage recovery within the industry along with the hospitality sector.

The Chair thanked Operators for their individual updates along with the responses to the statement raised in relation to the wearing of face coverings.

Members highlighted the recent study carried out at Piccadilly Train Station and on train carriages which had reported no traces of Covid or the new variants. It was suggested that a similar test at bus stations and across the fleet could be a consideration for TfGM to assist to undertake to improve public confidence.

The Committee reflected on the feedback provided by Operators with regard to patronage behaviour change. It was suggested and agreed that data on trends in relation to commuter and leisure ridership would be provided by Operators at the next meeting.

It was proposed that operators should provide consideration to the possibility that none mandatory wearing of face coverings could prevent older people, who were probably more cautious in their approach, from returning to the network. Operators reiterated that there had been no change with regards to face coverings as in reality, prior to 'Freedom Day' there had been no enforcement due to a lack of police resource availability. There was however a reported high level of compliance. Data indicated that there had been an increase in the return of older people across the network operated by Transdev. As the vaccine programme had been rolled out and lockdown restrictions eased this had reduced the gap to between 7-8% pre Covid levels.

Consideration was provided to the decrease in commuting bus travel. It was advised that although there may be a number of office workers who would continue to work from home or more flexibly, there had been commuters who continued to travel to work throughout the pandemic from different sectors of industry.

Members discussed driver shortage across the industry and requested clarity on the reasons why this was a current challenge. It was suggested that there had been a number of coincidences that were contributing to the issue which included Brexit, a back log in driver training due to the pandemic and the number of individuals who had retired. It was advised the driving industry on the whole was being affected.

The Chair raised a concern on behalf of Councillor Norman Briggs (Oldham Council) with regard to the 181 and 182 bus service operated by First. It was agreed that further contact would be made to understand the issues and address the concerns.

Members welcomed the cleaning regime that had been introduced and asked for assurance that this would remain in place to ensure buses continued to be as clean as they were currently reported to be.

The Chair noted the update with regard to vehicles being retrofitted or replaced to become compliant before the introduction of the GM Clean Air Zone and it was suggested that a breakdown in numbers be provided by Operators at future meetings.

#### **Resolved /-**

1. That the response from Operators to the statement made and questions raised by Councillor Phil Burke (Rochdale Council) in relation to face coverings on bus services be noted.
2. That the update from Operators be noted.
3. That data on trends in relation to commuter and leisure patronage be provided by operators at the next meeting.
4. That Councillor Norman Briggs (TfGMC Member, Oldham Council) be contacted directly by First Bus regarding a query in relation to 182 bus service changes, as raised by Councillor Warren Bray.
5. That a breakdown in numbers of vehicles being retrofitted or replaced to become compliant before the introduction of the GM Clean Air Zone be provided by Operators at future meetings.

#### **GMTBSC 50/20 BUS BACK BETTER: NATIONAL BUS STRATEGY BUS SERVICES IMPROVEMENT PLAN - GREATER MANCHESTER'S APPROACH**

Stephen Rhodes, Customer Director, TfGM introduced a presentation which provided details of Greater Manchester's approach to the National Bus Strategy Bus Services

Improvement Plan, Bus Back Better.

The strategic context of the new national strategy for buses in England (outside London) published by the DfT in March was outlined. It was advised that the key element of the strategy was to get more people travelling by bus and a key output from the National Bus Strategy was a Bus Service Improvement Plan (BSIP).

The BSIP in the context of the National Bus Strategy was outlined and it was advised that the BSIP was an integral part and an early deliverable of Bus Reform and Franchising.

The timeline for the initial BSIP, key milestones along with the key opportunities and risks and next steps were outlined to the Committee. It was suggested and agreed that a further update on progress would be provided to the Sub Committee at the next meeting and a draft submission of the Bus Services Improvement Plan be provided by TfGM officers for consideration by the GMTC Committee on 1 October 2021 ahead of presentation to the GMCA for approval on 29 October 2021.

In support of the BSIP, members suggested that engagement should be undertaken with the regions MP's to maximise opportunities for GM along with others who had been identified in the next steps. It was agreed that this was a further opportunity for engagement and would be discussed with the Corporate Affairs team at TfGM to initiate within the time frame available.

Members commented that the presentation had not succinctly highlighted the objectives and priorities of the BSIP in contextual terms for passengers. It was advised that the content of the document would ensure that the ambition and aspiration for GM was detailed and linked to wider vision for bus services.

The constructive and useful discussions that had taken place with Operators on the development of the BSIP was welcomed, however members asked for further clarification on the opportunities for the Greater Manchester Transport Committee members to provide their input into the process. The relatively short time scale to obtain input was recognised, however it was reiterated that a further update would be provided to the next meeting of the Sub-Committee and a draft submission of the document would be provided to members at the earliest opportunity.

It was suggested that the impact of the outcome of the Judicial Review on Bus Franchising had been overlooked as a key risk to the BSIP. It was advised that all Transport Authorities were required to submit a Bus Services Improvement Plan regardless of the mechanism for the delivery of bus services.

Operators confirmed and welcomed the opportunity to be involved and provide support in the development of the BSIP.

### **Resolved /-**

1. That the report be noted.
2. That a further update on the progress of the Bus Services Improvement Plan be provided by TfGM officers to GMTC Bus Services Sub Committee on 1 October 2021.
3. That a draft submission of the Bus Services Improvement Plan be provided by TfGM officers for consideration by the GMTC Committee on 15 October 2021 ahead of presentation to the GMCA for approval on 29 October 2021.

## **GMTBSC 51/20 FORTHCOMING CHANGES TO THE BUS NETWORK**

Nick Roberts, Head of Services & Commercial Development, TfGM took Members through the latest forthcoming changes to the bus network report.

### **Annex A**

In relation to service X41, Members expressed concern that additional stops introduced on Bury New Road between Manchester and Prestwich could have an impact on reliability and frequency. It was clarified that there would be an additional three stops which were all relatively close together on the hourly service and data suggested there would be no impact on relatively low volume stops.

Thanks was placed on record to officers at TfGM and Transdev for the dialogue which had taken place with elected members at Rochdale Council enabling the extension of service 475.

### **Annex B and Annex C**

In relation to Annex C, there were proposed changes to services based on punctuality and health and safety requirements. It was also advised that to improve efficiency, there had been integration of school services into the main network.

Members welcomed service changes to the B1, B2 and B4 and 480 routes. It was requested however that further information was provided to ward councillors for Prestwich at Bury Council, regarding data relating to the proposal to terminate service 66 operated by Diamond at the Longfield Centre, Prestwich. It was suggested that the reason for the decision was due to low usage of a section of the route and it was agreed that further statistical information would be provided to Councillor Kevin Peel (Bury Council), in respect of the proposal.

Officers at TfGM and Transdev were thanked on behalf of the residents for additional morning and evening services on route 458 operating in Rochdale along with those in the evening and on Sunday to Stansfield.

Support was provided on behalf of Councillor Howard Sykes (Oldham Council) and other ward councillors with regard to service 435 operating in Shaw.

### **Resolved /-**

1. That the changes to the commercial network 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 A.
3. That the action taken in respect of the service change set out in Annex B be noted.
4. That the proposed changes to general subsidised services set out in Annex C be agreed.
5. That further statistical information be provided to Councillor Kevin Peel (Bury Council), in respect of the proposal to terminate service route 66 at Prestwich, Longfield Centre.

## **GMTBSC 52/20 GMTC WORK PROGRAMME**

**Resolved /-**

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

**GMTBSC 53/20 DATES OF FUTURE MEETINGS**

**Resolved /-**

That the following dates of future meetings be noted by the Committee.

1 October 2021  
19 November 2021  
21 January 2022  
18 March 2022

All meetings will commence at 10:30am

**GMTBSC 54/20 EXCLUSION OF THE PRESS AND PUBLIC**

**Resolved /-**

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

**GMTBSC 53/20 FORTHCOMING CHANGES TO THE BUS NETWORK**

**Resolved /-**

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



## GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 1 October 2021

Subject: Bus Performance Report

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

### PURPOSE OF REPORT:

To inform members of the performance of the Greater Manchester bus network during the August 2020 to July 2021 period, with particular focus on the subsidised bus network.

### RECOMMENDATIONS:

The Committee is asked to note the content of the report.

### CONTACT OFFICERS:

Stephen Rhodes	Interim Head of Bus Services	0161 244 1092
		<a href="mailto:stephen.rhodes@tfgm.com">stephen.rhodes@tfgm.com</a>
Martin Shier	Bus Partnerships Delivery Manager	0161 244 1684
		<a href="mailto:martin.shier@tfgm.com">martin.shier@tfgm.com</a>

### Equalities Implications:

N/A

### Climate Change Impact Assessment and Mitigation Measures –

N/A

**Risk Management:**

N/A

**Legal Considerations:**

N/A

**Financial Consequences – Revenue:**

N/A

**Financial Consequences – Capital:**

N/A

**Number of attachments to the report: 0**

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

N/A

**BACKGROUND PAPERS:**

None

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

# 1. INTRODUCTION/BACKGROUND

- 1.1 Greater Manchester has an extensive bus network covering approximately 45.9 million miles in 2020/21 and supporting an annual ridership of 70.9 million passengers (down from 187 million the previous year due to the impact of the pandemic). The network (720 services) is provided on both a commercial and subsidised basis by 38 operators (as of July 2021).
- 1.2 Transport for Greater Manchester (TfGM), financially supports and manages the subsidised bus network on behalf of the Greater Manchester Combined Authority (GMCA). The subsidised network (20.25% of the network mileage) is provided utilising a budget of £27.6 million (2020/21). The funding level supports areas of the network which are not deemed commercially viable by operators, but are considered socially necessary, and also delivers an extensive network of school bus services.
- 1.3 Bus service provision represents a vital element of the Greater Manchester public transport network. Currently, three out of every four public transport journeys in Greater Manchester are undertaken by bus services. It is therefore essential that the performance of the bus network is closely monitored and understood, ensuring that not only is the quality of provision and customer journey experience maintained and enhanced, but the subsidised services budget is effectively and efficiently deployed.
- 1.4 Transport Focus surveys have consistently indicated that key customer priorities are value for money, driver behaviour, punctuality, and journey time.
- 1.5 This report covers the period of August 2020 – July 2021 which includes the impact of the ongoing pandemic, a period of national lockdown along with subsequent government support measures, including advising where possible for people to work at home, essential travel only messaging and social distancing on buses reducing passenger capacity. Various local lockdowns were in place throughout this period which impacted mileage and patronage. Step 4 of the release from lockdown roadmap took place on 19<sup>th</sup> July 2021 and meant all social distancing measures were removed.
- 1.6 Patronage and mileage reporting continued throughout the pandemic period but both measures were significantly impacted and a return to pre-covid patterns of travel have yet to become clear.
  - 1.6.1 Commercial network – The reporting period of August 2020-July 2021 includes one month of reduced mileage for the commercial bus operators. The easing of restrictions saw mileage return to 100% of pre Covid levels by September 2021. It is to be noted that social distancing requirements on vehicles were introduced in June 2020 and remained in place until July 2021. During this period, capacities on vehicles ranged between 30 and 50% maximum occupancy.

1.6.2 Subsidised network – General subsidised bus services operated at 100% of pre-covid mileage throughout the reporting period. In addition, school service mileage was also at 100% of pre-covid levels. Social distancing was not required on school services where they were registered as ‘closed door’ meaning members of the public were not permitted to travel, whereas social distancing on the general subsidised services saw vehicle capacities reduced to the levels outlined above.






## 2 OPERATIONAL PERFORMANCE

2.1 This section of the report presents network wide bus operational performance statistics for the Greater Manchester region, extracted from TfGM’s in-house Punctuality Reliability Monitoring System (PRMS). Performance levels are tracked against internal and Traffic Commissioner targets.

2.2 Figure 1 provides a comparison between financial years 2019/2020 and 2020/2021 of the key bus services operational performance indicators, split between those registered to adhere to a timetable with specific departure times (scheduled services) and those registered to operate six buses an hour or more, with the associated timetable stating the service frequency (frequent services).

2.2.1 PRMS manual observations were suspended between April 2020 and September 2020 due to the coronavirus pandemic. Estimates for these months have been generated using the previous 3 years of data (17/18, 18/18 and 19/20) for reliability, punctuality, and regularity. The 2020/2021 results include these estimates along with actual survey observations for the period of October 2020 – March 2021.

Figure 1: Bus Service Operational Performance

Indicator	Standard	2019/2020		2020/2021		Direction Change
		Number of Observations	%	Number of Observations	%	
<b>Scheduled Services</b>						
Reliability	97.00%	63, 563	97.82%	71, 523	98.31%	
Start Point Punctuality	90.00%	30, 652	88.35%	32, 977	91.09%	
Mid-Point Punctuality	70.00%	32, 911	79.77%	38, 546	85.37%	
Overall Punctuality	80.00%	63, 563	83.91%	71, 523	88.01%	
<b>Frequent Services</b>						
Regularity	97.00%	24, 776	95.79%	24, 420	97.42%	

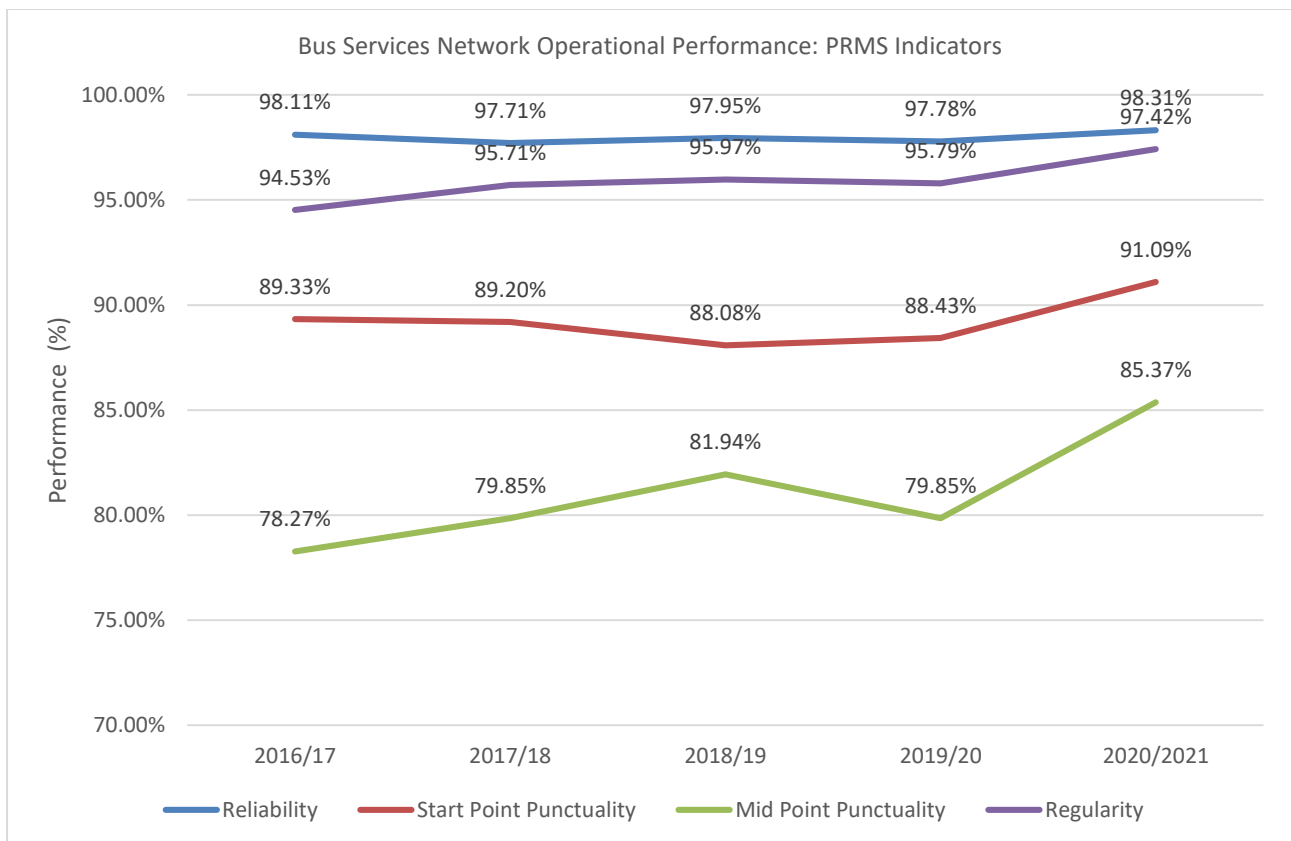
## ***Scheduled Service Performance***

- 2.3 The reliability of scheduled services (Figure 1) at the network level was 98.31% for the 2020/2021 financial year, representing a broadly stable, improving position from the level achieved in the 2019/2020 financial year (97.78%). The level of performance remains above the CoC VPA minimum standard of 97.00%.
- 2.3.1 Over the last 5 years, the reliability of scheduled services (Figure 2) at the network level has remained above the CoC VPA standard of 97.00%.
- 2.4 Start-point punctuality of scheduled services is an area where TfGM has sought more action on the part of the operator, as it is incumbent on them to provide reasonable recovery time and develop contingency plans to enable journeys to start punctually. Traffic congestion in the Regional Centre has historically hampered the increased recovery times put in place by some operators, particularly given the limited space available for vehicle layover. However, the reduced traffic levels on the highways network resulted in operator performance improving during the pandemic and this period of reporting.
- 2.5 The start-point punctuality of scheduled services (Figure 1) at the network level was 91.09% for the 2020/2021 financial year, representing an improvement from the level achieved in the 2019/2020 financial year (88.43%).
- 2.5.1 Over the last 5 years, start-point punctuality of scheduled services (Figure 2) at the network level has remained at the anticipated minimum standard of 90.00%, with the exception of the financial year 2020/2021. Performance fell between 2016/2017 and 2018/2019, before improving between 2019/2020 and 2020/2021.
- 2.6 The mid-point punctuality of scheduled services (Figure 1) at the network level was 85.37% for the 2020/2021 financial year, representing an increase in performance from the level achieved in the 2019/2020 financial year (79.85%). The level of performance remains above the expected minimum standard of 70.00%.
- 2.6.1 Over the last 5 years, mid-point punctuality of scheduled services (Figure 2) at the network level has remained above the minimum standard of 70.00%.
- 2.7 Overall punctuality for scheduled services (Figure 1) at the network level was 88.01% for the 2020/2021 financial year, representing an increase from the level achieved in the 2019/2020 financial year (83.91%).
- 2.8 Performance of the key bus services operational performance indicators have improved in the 2020/2021 financial year which is the result of the COVID-19 pandemic and subsequent government measures of national lockdowns, advising where possible for people to work at home and essential travel only messaging, positively impacting traffic conditions.
- 2.9 An Operational Performance Reporting system is being introduced which uses both automated vehicle location (AVL) to determine punctuality performance and will

supersede the PRMS process. Data is collected for all services and journeys covering the Greater Manchester network, for the commercial and subsidised network, including the school services.

2.9.1 Over 50% of Greater Manchester operators have so far been integrated into the Operational Performance Reporting system, with performance reporting expected from the system by October 2022.

Figure 2: Bus Services Network Operational Performance and Trend



### Frequent Service Performance

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

2.11 The mid-point regularity of frequent services (Figure 1) at the network level was 97.42% for the 2020/2021 financial year, representing an increase in performance

from the level achieved in the 2019/2020 financial year (95.79%). The level of performance is above the CoC VPA minimum standard of 97.00%.

### **Fleet Profile**

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

- Nitrogen oxides
- Carbon monoxide
- Hydrocarbons
- Particulate matter

2.12.1 The first Euro emission standard (Euro 1) was introduced in 1992 and the latest Euro 6 emission standard in 2015.

- It is believed that the EU is planning to introduce a new Euro 7 emission standard in the coming years.

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

2.13 Figure 3 highlights the observed profile of the network bus fleet, in terms of vehicle age and the engine emissions standard. The vehicle fleet profile for 2019/2020 was based on observations taken on both the frequent and scheduled services via PRMS. The 2020/2021 vehicle fleet profile is based upon the fleet data collated as part of the Clean Air programme as at the 31/03/2021.

*Figure 3: Vehicle Fleet Profile*

Vehicle Type	2019/2020	2020/2021	Direction Change
Euro IV+	95.40%	94.51%	Stable
Euro VI	24.18%	36.53%	Improving
Hybrid Diesel	17.33%	13.45%	Worsening
Electric Only	N/A	1.83%	
Vehicle Age (Average)	8.6 years	9.2 years	Worsening

- 2.14 In the financial year 2020/2021, 94.51% of the vehicle engines were of an emission standard of 4 and above and 36.53% of these vehicle engines were of an emission standard of 6, an increase compared with the financial year 2019/2020, with the aim of improving air quality. However, the usage of hybrid diesel engines has fallen between financial year 2019/2020 and 2020/2021, from 17.33% to 13.45%.
- 2.15 GM's Clean Air Zone (CAZ) will be introduced from April 2022. In recognition of the need to support operators with upgrading their vehicles to meet the emissions standards and avoid paying CAZ penalties which could threaten the sustainability of the network, TfGM secured funding from central government to enable operators to retrofit their buses to Euro VI standard. The Clean Bus Technology Fund which was available during 2018 and 2019 resulted in 280 vehicles being retrofitted. The Clean Bus Fund which has been live since Nov 2020 enabled all operators to apply for retrofit funding for eligible vehicles. Of the 1007 vehicles identified as being eligible, there have been 874 vehicles accepted for the scheme from 22 different operators and fitment of the retrofit equipment has now started to be fitted.
- 2.16 The average age of the vehicle fleet has increased between financial years 2019/2020 and 2020/2021 and now stands at 9.2 years in 2020/2021. The Department of Transport (DfT) most recent annually reported average vehicle fleet age for England was 8.0 years in 2019/2020\*, comparable with the TfGM figure for the same period. The England outside London average vehicle age for the same period was 8.7 years\*.

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

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

#### **Overview**

- 3.1 Over the 12-month period August 2020 – July 2021, the total estimated bus network mileage within Greater Manchester was 52,229,774 miles. Commercial services provided 80.85% (42,229,387 miles) of the total estimated bus network mileage and TfGM subsidised the remaining 19.15% (10,000,377 miles), supporting socially necessary and school bus services.
- 3.2 In July 2021, there were 477 subsidised service contracts in operation, compared with 493 in July 2020. In July 2021, there were 298 school subsidised service contracts and 179 general (normal) subsidised service contracts, provided by a total of 21 operators. The largest 3 operators of subsidised service contracts in July 2021 were Stagecoach Manchester (130 contracts/27.25% market share), Vision Bus (59 contracts/12.37% market share) and Belle Vue Coaches (49 contracts/10.27% market share).

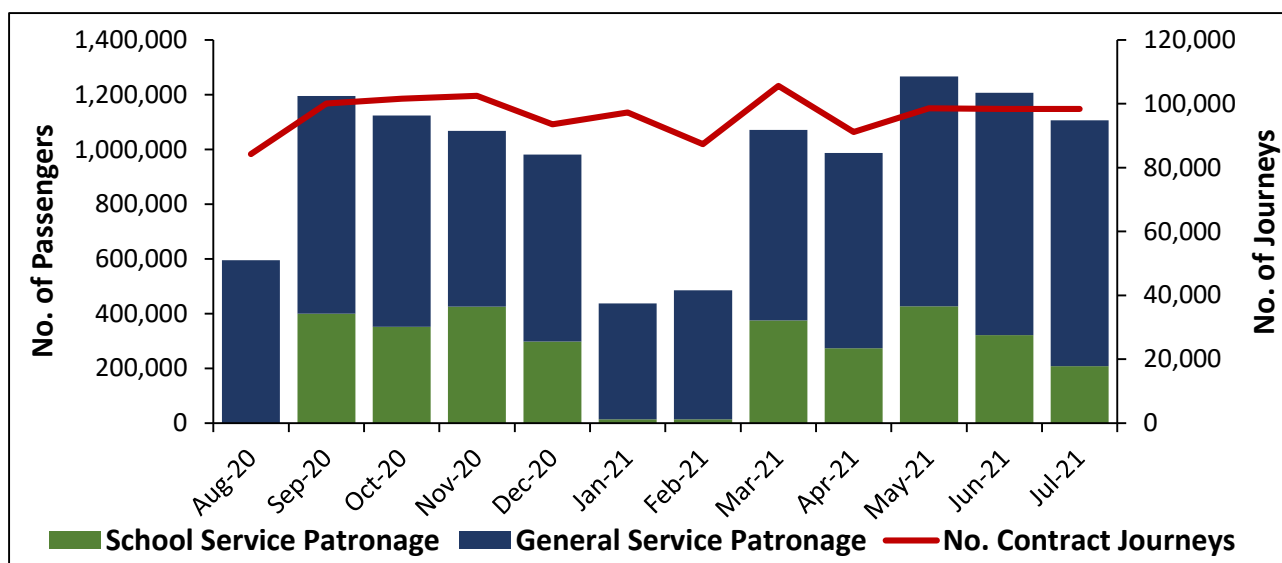


3.3 In July 2021, subsidised bus mileage was estimated to be 905,320 miles, compared with 639,358 miles in July 2020, an increase of 42%. This increase was attributable to the fact that school services were still largely suspended during July 2020. The largest 3 operators of subsidised bus mileage in July 2021 were Stagecoach Manchester (268,814 miles/29.69% mileage share), Diamond Bus (148,710 miles/16.43% mileage share) and Vision Bus Ltd (105,531 miles/11.66% mileage share).

### Patronage

3.4 Patronage information is collated and analysed each month to identify trends, increase our understanding of passenger demand across the subsidised bus network and facilitate contract management. Figure 4 presents the monthly patronage profile on subsidised bus services, along with the number of contracted journeys for the August 2020 – July 2021 period.

Figure 4: Subsidised Bus Service Patronage (August 2020 – July 2021)



Please Note: Impact of the COVID-19 pandemic on Figure 4 explained in section 3.8

3.5 Overall subsidised service patronage, including the school and general services for August 2020 – July 2021 was 11,524,526, on 1,158,843 journeys, with an average of 10 passengers per journey. The level of patronage has increased by 42% (3,395,048 passengers) compared with the patronage level recorded in 2020/2021 of 8,129,478 passengers and reflects the change and recovery in bus travel during the COVID-19 pandemic. The number of journeys has also increased, by 12%

compared with the number of journeys recorded in 2020/2021 of 1,038,708 journeys. Average passengers per journey in 2020/2021 was 8.

- 3.6 General services subsidised service patronage for August 2020 – July 2021 was 8,416,095. The level of patronage has increased by 35% (2,171,331 passengers) compared with the patronage level recorded in 2020/2021 of 6,244,764 passengers.
- 3.6.1 Between August 2020 – July 2021, the main 3 operators carrying general services subsidised patronage were; Stagecoach Manchester (56.46% and 4,752,085 passengers), Diamond Bus (11.42% and 960, 733 passengers) and Vision Bus Ltd (6.55% and 551,271 passengers).
- 3.7 Schools subsidised service patronage for August 2020 – July 2021 was 3,108,431. This represents an increase of 65% (1,223,717 passengers) on the previous year. This reflects the impact of the school closures and suspended services between April - July 2020 and January – February 2021.
- 3.7.1 Between August 2020 – July 2021, the main 3 operators carrying schools subsidised patronage were: Stagecoach Manchester (23.60% and 733,623 passengers), Belle Vue coaches (18.15% and 564,071 passengers) and Vision Bus Ltd (15.69% and 487,775 passengers)
- 3.8 Subsidised service patronage fell significantly in August 2020, January 2021 and February 2021, due to the COVID-19 pandemic and subsequent government measures of national lockdowns, advising where possible for people to work at home, essential travel only messaging and social distancing on buses reducing passenger capacity. Subsidised service patronage is slowly recovering though remains 41% lower compared with the 2019/2020 financial year (19,675,699 passengers).

### ***Contract Cost***

- 3.9 Contract payments for the subsidised services totalled £29,858,578.00 for the period of August 2020 – July 2021. This is a 1.39% (£421,082.00) reduction in the expenditure for contract payments in the 2020/2021 financial year (£30,279,660.00).
- 3.10 The cost per passenger for the period of August 2020 – July 2021 was £2.59, a decrease of 30.44% compared with the cost per passenger for the 2020/2021 financial year of £3.72.

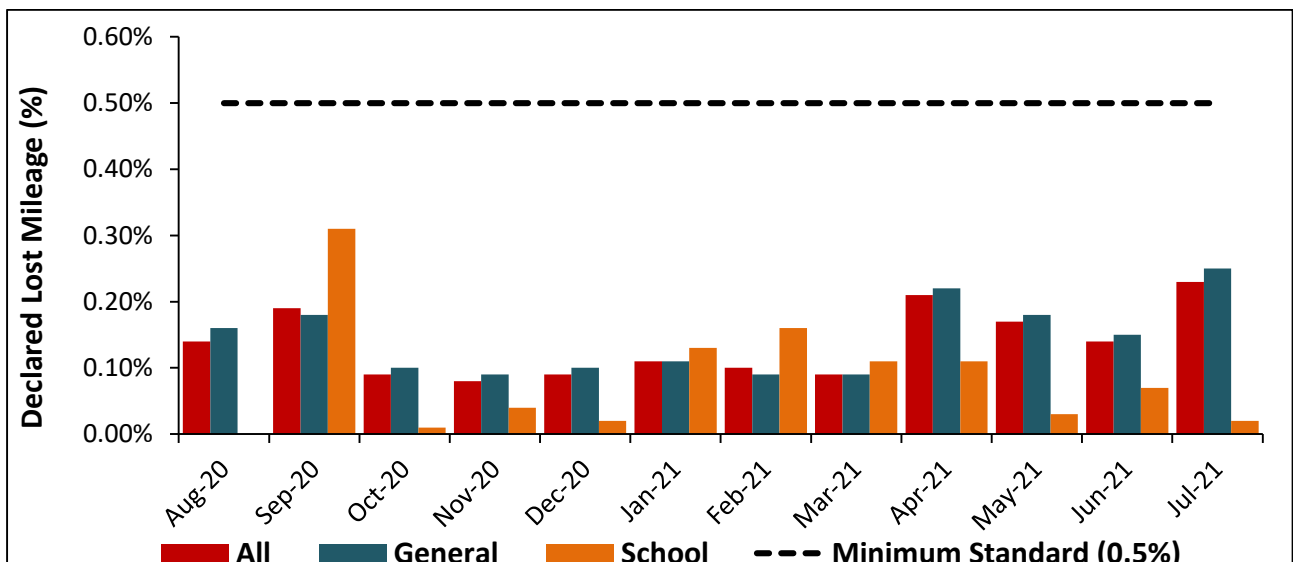
### ***Declared Lost Mileage***

- 3.11 Operators are contractually obliged to declare any lost mileage that occurs on TfGM contracts each month and these declarations are subsequently verified through analysis of their electronic ticket machine data. The proportion of declared lost

mileage incurred on the subsidised service network between August 2020 and July 2021, broken down by contract type is presented in Figure 5.

- 3.12 Between August 2020 and July 2021, the declared lost mileage for all subsidised services was 12,961 miles, which represented 0.14% of the subsidised scheduled mileage. This is comparable with the 2020/2021 financial year declared lost mileage for all subsidised services of 12,732 miles, representing 0.14% of the subsidised scheduled mileage. Declared lost mileage continues to be below the industry standard of 0.5%.
- 3.13 General subsidised declared lost mileage for the period between August 2020 and July 2021 was 12,193 miles, representing 0.14% of the general subsidised scheduled mileage. This is comparable with the 2020/2021 financial year declared lost mileage for general subsidised services of 11,941 miles, representing 0.15% of the general subsidised scheduled mileage. Declared lost mileage continues to be below the industry standard of 0.5%.
- 3.14 Schools subsidised declared lost mileage for the period between August 2020 and July 2021 was 768 miles, representing 0.09% of the school subsidised scheduled mileage. This is comparable with the 2020/2021 financial year declared lost mileage for schools subsidised services of 793 miles, representing 0.10% of the schools subsidised scheduled mileage. Declared lost mileage continues to be below the industry standard of 0.5%.

Figure 5: Declared Lost Mileage (August 2020 – July 2021)







- 3.15 The main 3 reasons for declared lost mileage for all subsidised services as identified by operators during the period between August 2020 and July 2021 were: vehicle (bus) breakdowns (36.21% affecting 4,693 miles), traffic congestion and

enforcement (20.96% affecting 2,716 miles) and other reasons – not specified (16.90% affecting 2,190 miles).

## Operational Performance

Figure 6: Subsidised Bus Network Operational Performance

Indicator	Standard	2019/20		2020/21		Direction Change
		Number of Observations	%	Number of Observations	%	
Scheduled Services						
Reliability	97.00%	14, 197	97.72%	13, 290	98.73%	
Start Point Punctuality	90.00%	10, 616	88.27%	10, 271	91.63%	
Mid-Point Punctuality	70.00%	3, 581	75.76%	3, 019	87.54%	
Overall Punctuality	80.00%	14, 197	85.11%	13, 290	90.70%	

- 3.16 PRMS manual observations were suspended between April 2020 and September 2020 due to the coronavirus pandemic. Estimates for these months have been generated using the previous 3 years of data (17/18, 18/18 and 19/20) for reliability and punctuality. The 2020/2021 figures include these estimates along with actual survey observations for the period of October 2020 – March 2021.
- 3.17 The reliability of subsidised scheduled services (Figure 6) was 98.73% for the 2020/2021 financial year, representing an improvement from the level achieved in the 2019/2020 financial year (97.72%). The level of performance remains above the required standard of 97.00%.
- 3.18 The start-point punctuality of subsidised scheduled services (Figure 6) was 91.63% for the 2020/2021 financial year, representing an improvement from the level achieved in the 2019/2020 financial year (89.27%). The level of performance is also above the anticipated minimum standard of 90.00%.
- 3.19 The mid-point punctuality of subsidised scheduled services (Figure 6) was 87.54% for the 2020/2021 financial year, representing an improvement in performance from the level achieved in the 2019/2020 financial year (75.76%). This is above the level of performance remains above the expected minimum standard of 70.00%.
- 3.20 Overall punctuality for subsidised scheduled services (Figure 6) was 90.70% for the 2020/2021 financial year, representing an improvement from the level achieved in the 2019/2020 financial year (85.11%).
- 3.21 Performance of the key bus services operational performance indicators have improved in the 2020/2021 financial year which are the result of the COVID-19

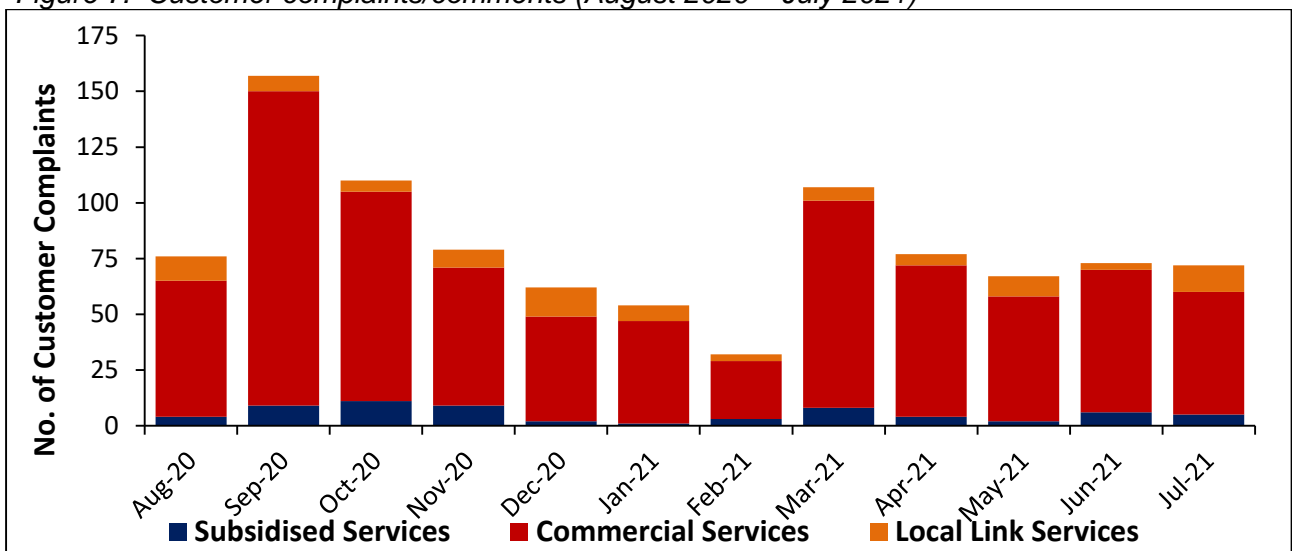
pandemic and subsequent government measures of national lockdowns, advising where possible for people to work at home and essential travel only messaging, positively impacting traffic conditions.

**Customer Comments**

3.22 There were 64 subsidised bus service comments/complaints received by TfGM during the period of August 2020 to July 2021, which were within the operators control and their responsibility. This is an increase of 3% in the number of comments/complaints received during the 2020/2021 financial year of 62, which were also deemed within the operators control and their responsibility.

3.23 There were 89 local link comments/complaints received by TfGM during the period of August 2020 to July 2021. This is an increase of 13% in the number of comments/complaints received during the 2020/2021 financial year of 79.

Figure 7: Customer complaints/comments (August 2020 – July 2021)



**Contract Breaches**

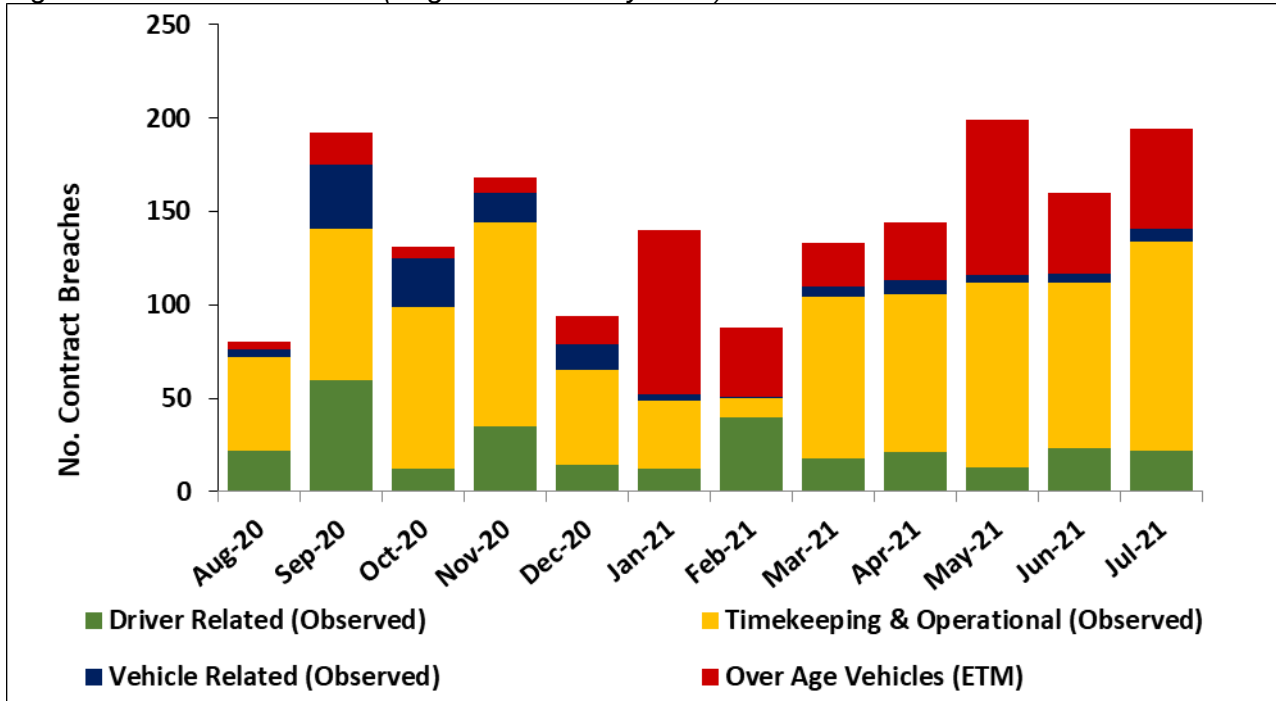
3.24 Contract breaches are reported failures to deliver a subsidised service in accordance with the contract specification and result in a financial deduction being made from the operator’s monthly payment. The level of financial penalty is dependent on the number and composition of breach types. Figure 8 shows the monthly number of contract breaches by type and source for the period of August 2020 – July 2021.

3.25 There was a total of 1,723 contract breaches (observed and via the Electronic Ticket Machine (ETM)) between August 2020 and September 2021. This is an

increase of 34.18% in the number of contract breaches identified during the 2020/2021 financial year of 1,134 contract breaches.

- 3.26 52.00% of contract breaches between August 2020 and September 2021 were attributed to timekeeping and operational breaches (896), 23.68% were due to over age vehicles (408), 16.95% were driver related (292) and 7.37% were vehicle related (127).

Figure 8: Contract Breaches (August 2020 – July 2021)



**Vehicle Profile**

- 3.27 An average of 1,718 vehicles were deployed each month on the Greater Manchester subsidised bus network during the period of August 2020 – September 2021.
- 3.28 In July 2021, the average age of the vehicle fleet used on the subsidised network was 9.01 years. When compared by contract type, the average age of the vehicle fleet used on general services was 8.82 years and on the school network was 11.24 years. The average age of the vehicle fleet overall and on both the general and schools network remains below TfGM tendered age limit of 15 years.

**Deductions from Operator Payments**

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

- 3.30 Contract deductions for the subsidised services totalled £122,694.00 for the period of August 2020 – September 2021. This is a 10.95% (£15,085.00) decrease on the contract deductions made in the 2020/2021 financial year (£137,779.00).
- 3.31 Contract deductions represented 0.41% of the total contract payments paid (£29,858,578.00) in the period of August 2020 – July 2021, compared with 0.46% of the total contract payments paid (£30,279,660.00) during the financial year of 2020/2021.

#### **4 Covid Bus Service Support Grant (CBSSG)**

- 4.1 The CBSSG and subsequent CBSSG Restart schemes were introduced by the DfT in recognition of the severe issues caused for bus operators as a result of the Covid 19 measures. The overarching aim of the fund is to ensure that operators remain viable while continuing to provide key services, and that the bus industry is able to support the economic recovery once the crisis has passed.
- 4.2 TfGM has played a more significant role in dispersing these funds to operators than other comparable Authorities and has paid an average of £3m per month to commercial operators in Greater Manchester using funds provided by DfT but managed and calculated by TfGM. Similarly, monthly amounts to tendered service operators have been paid where revenue has been impacted directly by the effects of the pandemic to the value of approximately £140,000 per month.
- 4.3 Under the auspices of the scheme, operators may not make a profit and TfGM is also responsible for the management of a significant reconciliation process to ensure that this is the case.
- 4.4 Operators and LTAs were notified by the DfT of the ending of the CBSSG scheme at the end of August 2021. A new scheme, the Bus Recovery Grant (BRG) is now in place with operators due to be financially supported to a lesser extent to recognise the return in some extent to pre Covid patronage and farebox revenue. TfGM will be responsible for the verification of operator's mileage claims and will need to agree in advance on a monthly basis of any significant change to commercial service mileage.

## 5 **RECOMMENDATIONS**

5.1 Recommendations are set out at the front of this report

Stephen Rhodes  
Interim Head of Bus Services



## GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 1 October 2021  
Subject: Bus Stations and Interchanges  
Report of: Chief Operating Officer

---

### PURPOSE OF REPORT:

To update members on the operation and management of bus stations, interchanges and on street infrastructure.

### RECOMMENDATIONS:

Members are asked to note the contents of this report and accompanying presentation.

### CONTACT OFFICERS:

Howard Hartley Head of Facilities Management 07884 263 454  
[howard.hartley@tfgm.com](mailto:howard.hartley@tfgm.com)

Stewart Connell Senior Operations Manager 07880 716 063  
[stewart.connell@tfgm.com](mailto:stewart.connell@tfgm.com)

### Equalities Implications:

Not applicable

### Climate Change Impact Assessment and Mitigation Measures

Not applicable

### Risk Management:

Not applicable

**Legal Considerations:**

Not applicable

**Financial Consequences – Revenue:**

Not applicable

**Financial Consequences – Capital:**

Not applicable

**Number of attachments to the report: 1**

Appendix A: Presentation

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

Not applicable

**BACKGROUND PAPERS: Nil**

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		None
GM Transport Committee	Overview & Scrutiny Committee	
Not applicable	Not applicable	

# 1. INTRODUCTION

- 1.1 Transport for Greater Manchester (TfGM) own and operate 19 bus stations and interchanges across Greater Manchester. In addition to this, TfGM also manage bus station operations at Manchester Airport on behalf of MAG and at the Trafford Centre via contractual arrangements with Savills.
- 1.2 As well as managing operations at staffed bus stations and interchanges, TfGM also have responsibility for managing infrastructure associated with the Leigh to Ellenbrook Guided Busway and the provision of bus stops and shelters across Greater Manchester.
- 1.3 The presentation attached to this report, provides an update to members on the management of bus stations, interchanges and on street infrastructure, specifically providing information covering: -
  - Operational overview.
  - Key responsibilities of bus station staff and the role they play in supporting events.
  - Response to the Covid pandemic.
  - Overview of the Interchange Program.
  - Planned redevelopment of Stockport Bus Station and temporary arrangements currently in place.
  - Horwich Parkway, management, and operational responsibilities.
  - Guided Busway, management, and operational responsibilities.
  - The provision of bus stops and shelters throughout Greater Manchester.
- 1.4 The presentation also provides details on the following two initiatives that are being implemented: -
  - Department of Work and Pensions Kickstart Scheme which provides fully funded opportunity for young people to gain work experience.
  - Safe Place Scheme aimed at providing a safe environment for vulnerable people.

This page is intentionally left blank

# TfGM – Interchange Update



## Operational Overview

- 165 operational staff
- 16 staffed locations
  - Manchester Airport & Trafford Centre bus stations operated on behalf of the site owners
  - Grade 1 bus stations and interchanges staffed 7 days a week
  - Grade 2 sites staffed 6 days a week
- 14 Travelshops open 6 days a week
  - Shudehill is open 7 days a week and Public Holidays

## Key Responsibilities of Frontline Bus Station Staff

- Customer service – Ensuring all customers receive the service they expect.
- Cleaning – Maintaining a clean environment for all the users of the facilities.
- Safe environment – Providing a safe and secure facility for all users
- Managing Anti Social Behaviour – Minimising the impact on customers whilst also staying safe.
- Vulnerable People – Providing support and assistance for vulnerable people.
- Accidents – Dealing with all accidents ensuring that the safety of all customers is maintained.
- Service Interruptions – Minimising the impact on customers and working with operators.

## Response to the COVID Pandemic

- Bus Station staff worked throughout the pandemic and all staffed sites were opened each day – hours were restricted and during the first lockdown Travelshops were closed.
  - Covid safe environment for both staff and customers
  - Additional cleaning continued deployed at key transport hubs, concentrating on high touch point areas, reducing the risk of cross contamination between passengers/customers.
  - Face coverings and hand sanitising products distributed to customers
  - Additional resources deployed to assist with ensuring social distancing and the wearing of face coverings.
-



# Supporting Events

- City Centre events and district events –
  - Pride
  - Demonstrations
  - Football matches
  - Concerts
  - Diversions
  - Incidents
  - Marathons/half marathons
- Parklife – over 35 staff volunteered and worked over the Parklife weekend event

# Overview of the Interchange Programme

- Over last 7 years, new interchanges have opened at Altrincham, Wythenshawe, Bolton and Wigan.
  - Guided Busway became operational in 2016
  - Latest Interchange opened in Ashton-under-Lyne in 2020
  - Provide enhanced integration with other transport modes
  - Capable of supporting current service levels with capacity for future growth
  - Support to wider town centre regeneration initiatives.
-

## Facilities provided at Interchanges

- High quality, safe and secure passenger waiting environment
- Maximisation of natural light
- Travelshops
- Retail provision
- CCTV throughout
- Enhanced staff visibility and presence
- Real time passenger information displays
- Fully accessible public toilets
- Changing places facilities
- Cycle hubs



# Stockport Interchange Mixed Use

Page 40



# Temporary Facility

- Stockport bus station closed after the last bus on the 28<sup>th</sup> August and the temporary arrangements commenced use with the first bus on 29<sup>th</sup> August

Page 41 This includes a temporary bus station on Heaton Lane.

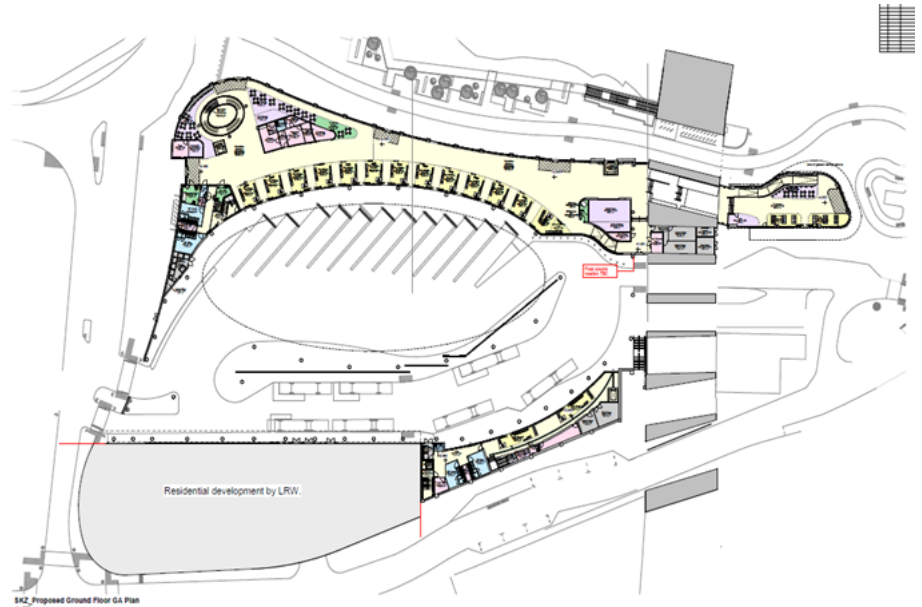
- There are also 3 Bus stands in Mersey Square, one opposite the Plaza Cinema and a bus stand on the A6.
- The Travelshop was relocated to Mersey Square
- The temporary facilities accommodate over 80 bus departures an hour.





# Definition & Scope - Interchange

- 170 bus departures per hour at peak time.
- 1 No. Single drive-through saw tooth stand Drive In Drive Out (DIDO) to the West of the concourse on Pawaine Street;
- 2 No. Single DIDO Coach Bays to the Southern Concourse of the Interchange;
- 12 No. Drive In Reverse Out stands (DIRO) off the Northern Concourse;
- 1 No. Single DIDO off the Northern Concourse;
- 1 no. Single DIDO stand within Mersey Square; and
- 5 No. Layover/out-of-service stands in a DIDO arrangement off/adjacent to the central apron bus gyratory island.



# Horwich Parkway

- TfGM became the station operator on 1<sup>st</sup> February 2021
  - Ticket Office
  - 2 staff plus cover for days off, leave and sickness
  - Incident Management
  - Service Disruptions
  - Events – Bolton Wanderers FC
    - Rugby League World Cup
    - Bolton Food Festival
-

# On Street Infrastructure

## Provision of bus stops and shelters

- Total number of bus stops 12,214
- Total number of shelters 4,403
  - JC Deuax shelters 3,497
  - TfGM shelters 872
  - Other 34
- Shelters planned for installation 10



# Guided Busway

- Operations commenced 3 April 2016.
- Dedicated team responsible for managing the guided section between Leigh and Ellenbrook ranging from day-to-day inspections through to implementing both planned and emergency diversions.
- Bus stops at key interchange points.
- Park and ride facilities provided at East Bond Street, Astley Street and Wardley
- Multi-user path for walkers, horse riders and cyclists alongside the guided section provides access for emergency vehicles and maintenance

# Kickstart Initiative

- DWP Scheme for Young People on Universal Credit
- Up to 39 young people getting 6 months of paid work experience at bus stations and interchanges
  - Customer Service
  - Cleaning
  - Service Monitoring
  - Assisting the Bus Station Supervisor
- Training – access to all of TfGM’s training
- Development – potential to develop other skills whilst with TfGM
- Opportunities for potential permanent recruitment

## Safe Place Scheme Initiative

- TfGM working with Future Directions and NHS to see how we can contribute to the 'Safe Place Scheme' across Rochdale Borough.
- Scheme is aimed at providing a safe environment where vulnerable members of the society can go to if they need help.
- To sign up to the scheme, facilities need to be open to the public and be fully accessible.
- Potential use of TfGM facilities and frontline staff to support the scheme.

This page is intentionally left blank

## GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 1 October 2021

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

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

### PURPOSE OF REPORT:

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

### RECOMMENDATIONS:

Members are asked to:

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

### CONTACT OFFICERS:

Stephen Rhodes Customer Director & Interim Head of Bus Services, TfGM  
[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 – n/a**

**Climate Change Impact Assessment and Mitigation Measures – n/a**

**Risk Management – n/a**

**Legal Considerations – n/a**

**Financial Consequences – Revenue – see paragraph 2 and Part B report**

**Financial Consequences – Capital – n/a**

**Number of attachments included in the report: main report only**

**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 – 12th March 2021.

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

**1. INTRODUCTION/BACKGROUND**

1.1. The Bus Services Sub Committee of the Greater Manchester Transport Committee considers all matters relating to the operation and service performance of the bus network in Greater Manchester, including commercially registered and subsidised services; Demand Responsive Services, bus stations and bus stops; passenger

information services; contract monitoring; vehicle standards; and passenger safety for the subsidised bus network.

1.2. Acting under delegated authority, the Sub Committee is tasked to review closely and approve all proposed changes to the subsidised bus network and ensure that the cost of the subsidised general services is kept within the appropriate budget or any cash limits. This is achieved through:-

- rationalisation of existing services whilst maintaining key links on the network;
- engaging with operators with the objective of them taking on “marginal commercial” services; and
- continuing to redesign and restructure grouped services to ensure that maximum value is obtained from subsidy.

1.3. In general, withdrawals, reductions or amendments to services are currently only planned at the date of next renewal of the contract concerned and proposed changes will be reported to this Sub Committee.

1.4. The governance process that leads up to the reporting to the Bus Services Sub Committee involves the scrutiny of all tendered services at TfGM’s Tender Panel that consists of representatives from Legal, Procurement and Finance as well as TfGM’s Bus Services team.

## **2. 2021/22 BUDGET SUMMARY**

2.1 The summary below provides the current position on the 2021/22 Subsidised Bus Services budget for the five months to 31<sup>st</sup> August 2021.

2.2 Net expenditure on Subsidised Services is £0.7m lower than budget in the year to date. It should be noted that considerable risk remains around future income (including continued government support) and cost.

	Year to date - August 2021				Budget
	Actual	Budget	Variance	%	2021/22
	£000	£000	£000		£000
<b>General Network Costs</b>					
General Bus Services	8,698	9,255	557	6.0%	24,497
Local Link	824	863	38	4.4%	2,367
Shuttles	762	823	60	7.3%	1,972
<b>Sub-Total General Network</b>	<b>10,284</b>	<b>10,940</b>	<b>656</b>	<b>6.0%</b>	<b>28,835</b>
<b>Schools Services Costs</b>	<b>5,105</b>	<b>5,283</b>	<b>178</b>	<b>3.4%</b>	<b>14,447</b>
<b>Total – Subsidised Services costs</b>	<b>15,389</b>	<b>16,223</b>	<b>834</b>	<b>5.1%</b>	<b>43,282</b>
<b>General Network Income</b>					
General Bus Services	1,664	1,856	(192)	(10.3%)	5,847
Local Link	62	37	25	66.7%	89
Shuttles	386	382	4	1.1%	914
<b>Sub-Total General Network</b>	<b>2,113</b>	<b>2,276</b>	<b>(163)</b>	<b>(7.2%)</b>	<b>6,850</b>
<b>Schools Services income</b>	<b>2,049</b>	<b>2,018</b>	<b>31</b>	<b>1.5%</b>	<b>5,384</b>
<b>Total – Subsidised Services income</b>	<b>4,161</b>	<b>4,293</b>	<b>(132)</b>	<b>(3.1%)</b>	<b>12,234</b>
<b>Net Cost - Subsidised Services</b>	<b>11,228</b>	<b>11,930</b>	<b>702</b>	<b>5.9%</b>	<b>31,048</b>

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

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

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

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

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



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

## **6. FINANCIAL IMPLICATIONS**

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

## **7. RECOMMENDATIONS**

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

**Stephen Rhodes**

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

**SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK**

**ANNEX A**

Page 54

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ ticketing)	Comments/TfGM officer recommendations
<b>BN SD MR</b>	<b>8</b>  Bolton - Farnworth - Pendlebury - Salford - Shudehill	<b>Diamond</b>	Revised timetable: On Mondays to Fridays from Manchester the first trip is retimed from 0532 to 0520; and from Bolton the first trip is retimed from 0430 to 0415. On Mondays to Saturdays the early evening frequency from 1900 onwards is reduced to every 30 minutes. On Saturdays from Bolton the frequency is improved to every 10 mins between 0640 and 0830.  There are no changes on Sundays.	<b>05/09/21</b>	n/a	n/a	<b>No TfGM action</b>
<b>BN SD TD</b>	<b>20</b>  Bolton - Deane - Logistics	<b>Diamond</b>	Revised timetable with most trips subject to minor retiming. On Mondays to Fridays the first arrival into Bolton is now 0446 (was 0531).	<b>05/09/21</b>	n/a	n/a	<b>No TfGM action</b>

	North - The Trafford Centre		<p>Evening buses from towards Bolton are revised with an additional 1900 departure instead of a journey at 2100.</p> <p>On Saturdays there is an additional trip at 0515 to Logistics North and the 0556 to Logistics North only is replaced by 0545 through to Trafford Centre.</p> <p>Towards Bolton the 0523 from Logistics North is retimed to 0540.</p> <p>There are no changes on Sundays.</p>				
<b>BN SD MR</b>	<b>36</b> Bolton - Great Lever - Peel - Salford - Piccadilly Gardens	<b>Diamond</b>	<p>Revised timetable:</p> <p>On Mondays to Fridays there is an extra trip at 0540 from Swinton to Bolton.</p> <p>On Saturdays there is a new earlier trip from Manchester at 0600 (first trip currently 0630).</p> <p>The early evening frequency from Manchester from 2000 onwards is reduced to every 30 minutes.</p> <p>On Mondays to Fridays the first three morning trips that start at Harper Green are extended back to start at Bolton; on Saturdays there is new earlier trip at 0451 (current first trip is at 0520).</p> <p>The early evening frequency from Bolton from 1815 onwards is reduced to every 30 minutes.</p>	<b>05/09/21</b>	n/a	n/a	<b>No TfGM action</b>

			On Sundays the daytime frequency reduced from every 20 to every 30 minutes, the evening 30-minute frequency maintained, last trip 10 mins earlier at 2345.				
<b>BN SD MR</b>	<b>37</b>  Bolton - Farnworth - Swinton - Salford - Piccadilly Gardens	<b>Diamond</b>	Revised timetable: On Mondays to Fridays there is an extra trip at 0545 from Manchester to Bolton. On Saturdays there is a new earlier trip from Manchester at 0600 (first trip currently 0630). The early evening frequency from Manchester from 2000 onwards is reduced to every 30 minutes and a later last trip is introduced at 0010. On Mondays to Fridays there is an earlier trip at 0455 ex Farnworth (current first trip at 0520). The early evening frequency from Bolton from 1845 onwards is reduced to every 30 minutes.  On Sundays the daytime frequency is reduced from every 20 to every 30 minutes, the evening 30-minute frequency maintained.	<b>05/09/21</b>	n/a	n/a	<b>No TfGM action</b>
<b>BY</b>	<b>472 and 474</b>	<b>Diamond</b>	Revised timetable with daytime 20-minute frequency starting earlier.	<b>05/09/21</b>	n/a	n/a	<b>No TfGM action</b>

	Bury - Walmersley - Ramsbottom - Holcombe Brook circular						
<b>BN</b>	<b>507</b>  Bolton - Bradshaw - Top O Th Brow - Harwood circular	<b>Diamond</b>	Revised timetable with an additional early morning journey on Mondays to Saturdays.	<b>05/09/21</b>	n/a	n/a	<b>No TfGM action</b>
<b>BN BY</b>	<b>511</b>  Bolton - Darcy Lever - Brightmet - Ainsworth - Bury	<b>Diamond</b>	Revised timetable with most daytime journeys retimed by about 30 minutes. The first trip from Bolton to Bury is retimed from 0720 to 0640. The first trip from Brightmet at 0655 becomes 0718 and from Bury at 0725 becomes 0748. On Saturdays the first trip from Bolton to Bury is retimed from 0805 to 0840. The first trip from Brightmet at 0813 becomes 0836 and from Bury at 0842 becomes 0905.  There are no changes on Sundays.	<b>05/09/21</b>	n/a	n/a	<b>No TfGM action</b>
<b>BN</b>	<b>516</b>	<b>Diamond</b>	Revised timetable with most daytime journeys retimed by about 15 minutes.	<b>05/09/21</b>	n/a	n/a	<b>No TfGM action</b>

	Horwich - Four Gates - Westhoughton - Atherton - Leigh						
<b>BN</b>	<b>533</b>  Bolton - Bradshaw - Bromley Cross - Dunscar - Egerton	<b>Diamond</b>	Revised timetable with most daytime journeys retimed by about 20 minutes. On Mondays to Fridays the first last trips are within 10 minutes of existing times but on Saturday the first trip from Bolton is retimed from 0738 to 0800 and the first trip from Egerton is retimed from 0805 to 0825.	<b>05/09/21</b>	n/a	n/a	<b>No TfGM action</b>
<b>BN SD MR</b>	<b>X8</b>  Bolton - Farnworth - Pendlebury - Manchester	<b>Diamond</b>	This service, which is currently suspended under the COVID related emergency regulations, provided two inward journeys in the Monday to Friday morning peak from Bolton towards Manchester. The service is withdrawn.	<b>05/09/21</b>	Service 8, 36, 37, 38	n/a	<b>No TfGM action</b>

**SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK**

**ANNEX B**

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

## CHANGES TO THE SUBSIDISED NETWORK

## ANNEX C

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

Dist	Service, route and operator	TfGM officer comments and recommendations
MR	<p><b>Free Bus 2</b></p> <p><b>Piccadilly Rail Station -Shudehill – Victoria Rail Station – Oxford Street – Piccadilly</b></p> <p><b><i>Go North West</i></b></p>	<p>This service currently runs every 10 minutes every day during the daytime linking Piccadilly Rail Station, Shudehill and Victoria Rail Stations with Deansgate and Spinningfields.</p> <p>To alleviate recent punctuality issues with the service it is proposed that the service is re-routed to follow a quicker route back to Piccadilly, omitting the section of route between Bridge Street and Quay Street which will continue to be served by Free Bus 1 every 10 minutes.</p> <p><b>Members are asked to approve this recommendation which would be effective from 31<sup>st</sup> October 2021.</b></p> <p><b>There is no impact on the subsidised services budget.</b></p>
MR	<p><b>96</b></p> <p><b>Simister — Prestwich — Higher Broughton — Manchester</b></p> <p><b><i>Go North West</i></b></p>	<p>This service currently runs hourly from Simister to Manchester between 0656-1808 (Monday to Friday); 0824-1824 (Saturdays) and 1024-1724 (Sundays). The service has been operated by Go North West since April 2020 and the published timetable requires one bus, with, in the off peak period a round trip time of one hour.</p> <p>The operator has reported increasing difficulty with maintaining the published timetable even during the off peak such that a revised timetable is proposed whereby alternate off peak journeys will only run between Simister and Prestwich. This will maintain the number of journeys to and from Simister but with fewer journeys running through to Manchester city centre (nine Monday to Friday journeys instead of 11)</p>



		<p>The alternatives would either be the addition of a second bus (which would effectively double the cost) or shortening the whole service to run between Simister and Higher Broughton.</p> <p><b>Members are asked to approve this recommendation which would be effective from 31<sup>st</sup> October 2021.</b></p> <p><b>There is no impact on the subsidised services budget.</b></p>
TD	<p><b>Partington Local Link</b></p> <p><i>Nexus Move</i></p>	<p>This service runs Monday to Saturday, 5am to midnight and Sundays 5am to 10pm. This service does not operate on Bank Holidays. In addition, journeys booked within this service area should either start or end in Partington.</p> <p>In January 2021 it was reported that Warrington Transport CAT5 was no longer be able to run between Warburton and Altrincham via Dunham Massey and would instead run via Moss Lane, Sinderland Lane, Sinderland Road, Manchester Road &amp; Barrington Road to Altrincham Interchange. This was the result of an issue with the canal overbridge on Woodhouse Lane, Dunham Massey.</p> <p>Discussions with the bus operator and Trafford MBC officers have taken place over the succeeding months but these have not resulted in a long-term conventional bus service solution. Options for bus services through Dunham Massey are currently being assessed through a tender process.</p> <p>To provide a service to and from Dunham Massey, the Partington Local Link service has been revised to allow journeys to be made to and from Dunham Massey.</p> <p>In addition, subsidised route 287 operated by Little Gem (Goodwins) has been revised to cover a longer loop via Langham Road, Park Road, Dunham Road,</p>

		<p>Bow Green Road and Bow Lane in order to serve the bus stops at Park Road/Barry Rise.</p> <p><b>This change took effect from 23 August 2021 and there is no impact on the subsidised services budget.</b></p>
<p><b>WN</b></p>	<p><b>Hindley Local Link</b></p> <p><i>Wigan Community Transport</i></p>	<p>This service runs Monday to Friday, 8am to 11pm and 9am to 11pm on Saturdays and public holidays within Aspull, Hindley, Hindley Green, and Platt Bridge and Ince-in-Makerfield.</p> <p>Because of the need to retender the contract, a review of the service has been undertaken which has shown that:</p> <ul style="list-style-type: none"> <li>• The majority of trips (74.24%) have an alternative bus service available (within 400m walking distance) providing links to local facilities in either Hindley, Ince or Wigan.</li> <li>• Only 28 of the 170 service users live more than 400m walking distance away from their closest bus stop, and, of those only 11 are more than 640m away from their closest bus stop.</li> <li>• The age of the majority of the service users is such that Ring and Ride could accommodate those who are unable to access the mainstream bus network.</li> </ul> <p>When retendered, the best value individual price would have resulted in a 6% increase on the existing cost, which would have the effect of increasing the CPP to £8.50.</p> <p>It is therefore proposed that the service is withdrawn.</p> <p><b>Members are asked to approve this recommendation which would be effective from 31<sup>st</sup> October 2021.</b></p> <p><b>The impact on the subsidised services budget is given in Part B of this report.</b></p>



This page is intentionally left blank

## Greater Manchester Transport Committee –

### Work Programme

#### September 2021 to November 2021

The table below suggests the Committee’s work programme from September 2021 to November 2021.

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

September 2021

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Metrolink & Rail Services Sub Committee  (17 September)	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 on Heavy Rail Infrastructure	Simon Elliott	To provide a six monthly update on the status of rail stations across Greater Manchester.  To also include the key themes from the Williams-Shapps plan	Implementation
Bus Services Sub Committee  (1 October)	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Bus Performance Report	Stephen Rhodes, TfGM	To provide an overview of bus services since the last subcommittee meeting.	Accountability
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Bus Service Improvement Plan	Stephen Rhodes	To review the draft plan to improve bus services in GM as directed by the Government's National Bus Strategy.	Implementation
	Interchange Report	Howard Hartley, TfGM	To provide Members with an update on infrastructure overseen by TfGM, including TravelShops, Bus Stops and Bus Shelters.	Accountability

October 2021

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee  (15 October)	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
	Road Safety Update	Peter Boulton	To provide an update on the work of road safety initiatives including Drive Safe, specifically how schemes are prioritised and the impact they have made.  Road Danger Reduction Strategy	Accountability
	Transport response to GM Inequalities Commission	Simon Warburton and Kate Brown	To discuss how transport and TfGM as an anchor institution can contribute to tackling inequalities.	Policy Development
	TfGM Social Value Review	Steve Warrener and Simon Warburton	To receive the review carried out by CLES of TfGM's Social Value Policy and consider TfGM's response to the review recommendations.	Policy Development



**November 2021**

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Metrolink & Rail Services Sub Committee  (12 November)	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
	Priorities for Metrolink	Danny Vaughan	To inform the Committee of the key priorities for the Metrolink system, and potential areas of expansion.	Implementation
	Manchester Recovery Task Force Update	DfT	To inform the Committee of the work to improve the performance of rail services in GM. Note that this change will be implemented between May-December 2021.	Implementation
Bus Services Sub Committee  (19 November)	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	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
			achievements across the bus network.	

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

Document is Restricted

This page is intentionally left blank