

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

DATE: Friday, 12th March, 2021

TIME: 10.30 am

VENUE: Microsoft Teams

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 48 hours before the meeting.
4. **Minutes of the GMTC Bus Services Sub Committee meeting** 5 - 10
held 15 January 2021
To consider the approval of the minutes of the meeting held 15 January 2021.

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

5. **Update from Operators**
To receive a verbal update from Operators in attendance.

6. **Ring and Ride Performance Report** 11 - 18
Report of Alison Chew, Interim Head of Bus Services, TfGM.

7. **Forthcoming Changes to the Bus Network** 19 - 32
Report of Alison Chew, Interim Head of Bus, TfGM.

8. **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. **Forthcoming Changes to the Bus Network - Part B** 3 33 - 36
Report of Alison Chew, Interim Head of Bus, TfGM.

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



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

GM Bus Services Sub-Committee on 12 March 2021

Declaration of Councillors' interests in items appearing on the agenda

NAME: _____

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

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

QUICK GUIDE TO DECLARING INTERESTS AT GMCA MEETINGS

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

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

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

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

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

FAILURE TO DISCLOSE THIS INFORMATION IS A CRIMINAL OFFENCE

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

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

STEP TWO: DETERMINING IF YOUR INTEREST PREJUDICIAL?

A personal interest becomes a prejudicial interest:

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

FOR A NON PREJUDICIAL INTEREST**YOU MUST**

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

TO NOTE:

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

FOR PREJUDICIAL INTERESTS**YOU MUST**

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

YOU MUST NOT:

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

Agenda Item 4

**MINUTES OF THE VIRTUAL MEETING OF THE GREATER MANCHESTER
BUS SERVICES SUB-COMMITTEE
HELD ON FRIDAY 15 JANUARY 2021 AT 10:30AM VIA MICROSOFT TEAMS**

PRESENT:

Councillor Roy Walker	Bury Council
Councillor John Leech	Manchester City Council
Councillor Angeliki Stogia	Manchester City Council
Councillor Phil Burke	Rochdale Council
Councillor Roger Jones	Salford City Council
Councillor David Meller	Stockport MBC
Councillor Warren Bray	Tameside MBC
Councillor Nathan Evans	Trafford Council
Councillor Mark Aldred	Wigan Council

OFFICERS IN ATTENDANCE:

Alison Chew	Interim Head of Bus Services, TfGM
Catherine Towey	Senior Service Account Manager, TfGM
Bob Morris	Chief Operating Officer, TfGM
James Lewis	Section Manager, Services Planning, TfGM
Nick Roberts	Head of Services & Commercial Development, TfGM
Gwynne Williams	Deputy Monitoring Officer, GMCA
Nicola Ward	Senior Governance & Scrutiny Officer, GMCA

ALSO IN ATTENDANCE:

Alistair Nuttall	Arriva
Matthew Rawlinson	Diamond
Ian Humphreys	First
Nigel Featham	Go North West
Adam Clark	Stagecoach
Paul Turner	Trans Dev

GMTBSC 25/20 APOLOGIES

Resolved /-

That apologies be received and noted from Cllr Barry Warner, Salford.

GMTBSC 26/20 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

Resolved /-

There were no chairs announcements or urgent business.

GMTBSC 27/20 DECLARATIONS OF INTEREST

Resolved /-

That there were no declarations of interest.

GMTBSC 28/20 MINUTES OF MEETING OF THE BUS SERVICES SUB COMMITTEE HELD 13 NOVEMBER 2020

Resolved /-

That the minutes of the meeting held 13 November 2020 be approved.

GMTBSC 29/20 GMTC WORK PROGRAMME

Gwynne Williams, Deputy Monitoring Officer for the GMCA presented the latest draft work programme for the Greater Manchester Transport Committee.

Members were reminded that the Bus Reform consultation was due to close on the 29 January 2021 and were advised that decisions regarding Bus Reform were within the remit of GMCA and the Mayor and not the Transport Committee or its Sub Committees.

Members suggested further items for the work programme including a report detailing how de-carbonisation initiatives were being measured, and a report detailing plans by which confidence in the public transport system would be addressed.

Resolved /-

1. That the GM Transport Committee Work Programme be noted.
2. That Members of the GMTC be updated on the 'Doing Buses Differently' consultation outcomes in due course.
3. That it be noted that if Members have specific issues to raise in relation to the 'Doing Buses Differently' consultation, that they raise them directly with the Leader of their Local Authority.
4. That the GM Transport Committee receive a report on Decarbonisation of Transport before the end of the municipal year.
5. That a report on building public confidence in the public transport system be received by the GMTC at a timely opportunity.

GMTBSC 30/20 UPDATE FROM BUS OPERATORS

The Chair invited all Bus Operators present to update the Sub Committee on their current position and challenges and activity over the past two months.

Comments included –

- Patronage levels remained low at c. 30% of pre-covid levels.
- Some service changes were planned from the end of January, predominately in relation to reducing the frequency of some of the higher frequency services between Monday-Friday.
- There had been no further information received from DfT in relation to any changes to the current funding picture. It was noted that there were a number of various models being discussed and it was hoped that any changes would be on a phased approach to ensure that there was no dramatic effect to the network.
- Positive covid cases amongst staff had reduced and there were low numbers of clinically extremely vulnerable isolating.
- There were some concerns in relation to new driver training as this was not possible without a dedicated examiner, many of which were not currently available.
- Concern remained as to whether the 2-metre social distancing measure would be re-introduced and the obvious impact on maximum passenger capacity.

Members expressed their appreciation to bus operators for ensuring that services had still been able to run throughout the extremely difficult circumstances as a result of Coronavirus. The introduction of contactless payments was welcomed and urged for this provision to be used across all operators.

If there were any service reductions as a result of lockdown 3 and changes to Government funding, Members urged that this be reviewed at the earliest opportunity to ensure that no community was disadvantaged for any longer than necessary. It was confirmed that any service change since February 2020 was classified as temporary, and therefore these changes would have to be re-registered following the usual process including local authority consultation.

Members were aware of a number of cases where stolen credit cards had been used to purchase tickets on board vehicles. Operators reported that this was a well-known crime that was happening across all GM operators, however as stolen cards were not hot listed until the end of the day and therefore they were being used multiple times before they were reported. Operators were having to remove the option to purchase high value ticketing products (System One day tickets) as a preventative measure.

Resolved /-

1. That the updates from bus operators be noted by the Committee.
2. That it be noted that there are ongoing conversations with DfT in relation to future bus funding, and the efficient use of current funding.
3. That thanks be expressed specifically to staff at Diamond for maintaining a good service in Bury during the difficult recent months.
4. That it be noted that the sub committee support the action to influence DfT in relation to

bringing back driver examinations by DVSA to full capacity as soon as possible.

5. That it be noted that TfGM would continue to look at how to support the roll out of contactless payment facilities to smaller operators in GM and would update the sub committee in due course.
6. That it be noted that all temporary changes to bus timetables since February 2020 would need to be re-registered following the pandemic, and that this would be undertaken on a phased approach, subject to local consultation.
7. That in relation to contactless fraud, it be noted that all operators have decided that the System 1 weekly ticket can no longer be purchased contactless on vehicles.

GMTBSC 31/20 CHANGES TO THE BUS NETWORK AND REVIEW OF SUBSIDISED BUS SERVICES BUDGET

Nick Roberts, Head of Services & Commercial Development TfGM took Members through the regular report on forthcoming changes to the network and explained some of the governance process that results in the publication of the report. Over the last period, there had been £9.5m worth of local bus contracts reviewed in preparation for the April 2021 tender round. The current climate created by Covid-19 makes service forecasting even more difficult for both TfGM and operators tendering for contracts as there were a number of assumptions that had to be made including the future of the Government's Covid Bus Service Support Grant. The outcome of this review had seen 36 contracts extended, 52 re-tendered and all but 11 contracts remaining the same.

A review of schools' services in light of the latest lockdown situation, schools only open to key worker and vulnerable children and intelligence gathered from lockdown 2 had resulted in the removal of duplicate services and 30% of the remaining schools' network. This work had been undertaken in conjunction with schools to ensure that there was enough capacity remained but there were no empty vehicles and would continue to be monitored to ensure there was no significant impact to any students.

Discussions with DfT were underway in relation to proposed bus service levels during lockdown 3 that were related to the local market and met local demand. There was also a watching brief regarding social distancing guidance, but there had been no changes to date. Initial principles shared had indicated a desire to retain first and last trips, a minimum 30-minute frequency and further consideration of access to vaccination sites. These principles seemed to be supported by Operators, with some initial plans for slight timetable changes to come into effect from 31 January 2021 expecting to reduce mileage to c.85% of normal levels.

Members welcomed the provision of Ring and Ride services for access to testing and vaccination centres. It was confirmed that there were details of public transport access to the Mass Vaccination Centre at the Ethiad Tennis Centre on the TfGM website.

Annex A

The inclusion of first and last service time for each potential change within the report was

welcomed by Members, however, further clarification as to the logic for moving the 300 service 15 minutes later was requested. Stagecoach confirmed that this was only in relation to Saturday services, and that this service was reinstated after being withdrawn in lockdown 1. Further to this, Members asked whether the 635 service would return to every 15 minutes from the revised timetable for a 20-minute service. It was confirmed that this service change would be monitored by Stagecoach and patronage levels reviewed.

In relation to service 151, Members expressed their satisfaction in the prior engagement undertaken with local councillors and the long term solution which had now been found.

It was felt that service 184 could see patronage growth after lockdown, as this service previously provided access to leisure facilities in Oldham. Members urged that this service renewal be considered at the earliest opportunity.

Annex B

It was suggested that bus service improvements should be a condition on planning consents, especially in relation to new housing development sites as a result of GMSF which had the potential to put additional pressure on the bus service subsidised budget. Officers confirmed that this was an ongoing concern in relation to all planning applications, however this was mitigated through early work with developers and local authority colleagues. Members urged that further conversations were pursued to ensure that future planning consent is shaped to include TfGM colleagues in relation to any potential transport implications.

Annex C

There were concerns raised regarding the reliability of service 41 and the potential further issues caused through the proposed changes. Officers confirmed that the revised length of this service would be taken into consideration.

It was also confirmed that the changes to service 41 would be monitored to ensure that the changes proposed to the timetable still provided an effective link between the north and south of Manchester during the evening period.

Resolved /-

1. That the presentation slides be shared with Members.
2. That it be noted that travel advice in relation to access to the mass vaccination site at the Ethiad Tennis Centre was now available on the TfGM website.
3. That the changes to the commercial network and the proposals not to replace the de-registered commercial services as set out in Annex A of the report be noted.
4. That it be agreed that no action is taken in respect of changes or de-registered commercial services as set out in Annex A of the report.
5. That it be noted that the changes to services 36 and 37 as outlined in the report by Diamond would no longer be going ahead.

6. That it be noted that TfGM had undertaken a review of schools' services for this lockdown period, and in consultation with all schools, have reduced services by 30% with no impact to pupils.
7. That the proposed action taken in respect of changes or de-registered commercial services as set out in Annex B of the report be approved.
8. That it be noted that Cllr Fielding would share his suggestions with TfGM offline in relation to the use of bus stops for both directions.
9. That the proposed changes to general subsidised services set out in Annex C of the report be approved.
10. That TfGM would continue to monitor the changes to the 41 service and ensure that north and south Manchester remain connected.

GMTBSC 32/20 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 33/20 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 by the Committee.

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

Date: 12th March 2021
Subject: Ring and Ride Performance Report
Report of: Alison Chew, Interim Head of Bus Services, TfGM

PURPOSE OF REPORT

To note progress in relation to the delivery of Ring and Ride services by Greater Manchester Accessible Transport Ltd (GMATL), particularly regarding the impact of the Covid-19 pandemic.

RECOMMENDATIONS:

Members are asked to note the contents of this report.

CONTACT OFFICERS:

Alison Chew	Interim Head of Bus Services	alison.chew@tfgm.com
Nick Roberts	Head of Services & Commercial Development	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: None

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

1. INTRODUCTION

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

2. BACKGROUND

- 2.1 The Ring and Ride service is operated by Greater Manchester Accessible Transport Ltd. (GMATL) and grant funded by TfGM.
- 2.2 The grant is awarded subject to GMATL's compliance with a Service Level Agreement (SLA) which details key service performance standards that must be delivered to ensure the service's social inclusion objectives.
- 2.3 In 2019/20 the grant to GMATL to fund Ring and Ride services was increased by £0.3 million to £4.6 million to part fund the replacement of up to 31 fleet vehicles. Despite this, significant pressures still exist within the GMATL budget and further efficiency savings and income generation options, including increases in fares, are being considered on an ongoing basis to retain the service at current levels.
- 2.4 In April 2016, GMATL introduced the following eligibility criteria on Ring and Ride. Passengers can now only use the service if they:
1. hold a TfGM Concessionary Plus Pass (available to those with the following: Severe walking difficulties; registered partially sighted; profoundly or severely deaf; or have been/would be refused driver's license for medical reasons); or
 2. hold a TfGM Concessionary Disabled Person Pass (available to the following: registered blind; profoundly deaf and cannot speak/limited speech that is difficult to understand; learning difficulties; cannot use both arms; cannot talk; ex-serviceman or woman with serious walking difficulties as a result of losing a leg (BLESMA); or would be refused driving license as a result of severe and long-term mental health problems); or
 3. are 70 years old or over, have mobility issues and hold a TfGM Older Person's Concessionary Pass; or
 4. are a TfGM Travel Voucher user; or
 5. are an ex-serviceman or woman with serious walking difficulties as a result of losing a leg (BLESMA).

3. IMPACT OF COVID-19 ON THE RING AND RIDE SERVICE

- 3.1 Due to Covid-19 Ring and Ride experienced a high rate of cancellations with a steep drop in demand of around 90-95% in March 2020. From 24th March services were suspended alongside similar services across the country. During April 2020 GMATL supported Manchester City Council in moving several hundred homeless people across Greater Manchester to various hotel accommodation. GMATL used their taxi contract provision to provide some journeys to support this initiative.
- 3.2 A limited service resumed on 18th May which was aimed at essential journeys and hospital trips. Initial usage of the service was around 2% of pre-covid levels and by the end of July the level of usage had risen to around 11%.
- 3.3 As normal service for passengers travelling in wheelchairs and those requiring physical assistance resumed from 1st September Ring and Ride did see a notable increase in requests from registered customers who had previously been unable to travel with trips at around 22% of pre-covid levels. In October as Greater Manchester went into Tier 3 restrictions the level of trips dropped to around 17% of pre-covid levels but the level of trips gradually increased by early December. Currently, due to further Government restrictions, the level of trips has fallen to around 14% of pre-covid levels. Overall Ring and Ride has been subject to a greater impact on service than the General Network with patronage down by 82.5% between August 20 to January 21 compared to 50.1% on the General Network.
- 3.4 Since the beginning of the vaccination roll out in January Ring and Ride has provided an alternative transport option providing trips to the Etihad Stadium and to the various centres across Greater Manchester. To assist patronage Ring and Ride relaxed their booking parameters to allow passengers under 70 years of age with a concessionary travel pass to access vaccination centres on a temporary basis. Journey miles were also relaxed from 6 miles to up to 10 miles. During January there have been 201 vaccination booking trips where 23 of those trips were wheelchair users. The number of trips to vaccination centres has decreased each week but is forecast to increase for the second dose of the vaccinations.

4. SERVICE PERFORMANCE

- 4.1 As of 31st January 21, there were a total of 13,729 people registered with the Ring and Ride service which included 1,261 wheelchair users. Compared to the end of January 2020 the total number of people registered had increased by 5% and wheelchair users also increased by 5% (see Figure 1 below).
- 4.2 During the period from August 20 to January 21 there were **43,241** trip requests and **35,688** trips performed. Compared to the same period the previous year trips were down by 83% which included **249,788** trip requests and **205,788** trips operated. Most of the trips not performed related to cancellations by passengers after the trip was offered and scheduled on the service.

- 4.3 In the last 6 months wheelchair users accounted for 2,489 trips. Compared to the same period the previous year wheelchair users accounted for 13,177 trips which is a drop of 81%.
- 4.4 Social was the main reason provided for travel at 29% of total bookings with leisure next at 25% (Shopping 24%, Health 11%, Education 5%, Employment 3%). Also, the age group that made the most trips was 81-90 at 26% of total bookings and with 31-60 at 24%.
- 4.5 From August 20 to Jan 21 most completed passenger journeys were performed in the Manchester District – **5,546** trips down by 83% compared to August 19 to January 20 - **2,849** trips (see Figure 2 overleaf for breakdown on all Districts).

Figure 1: Number of Registered Passengers (31st January 2021)

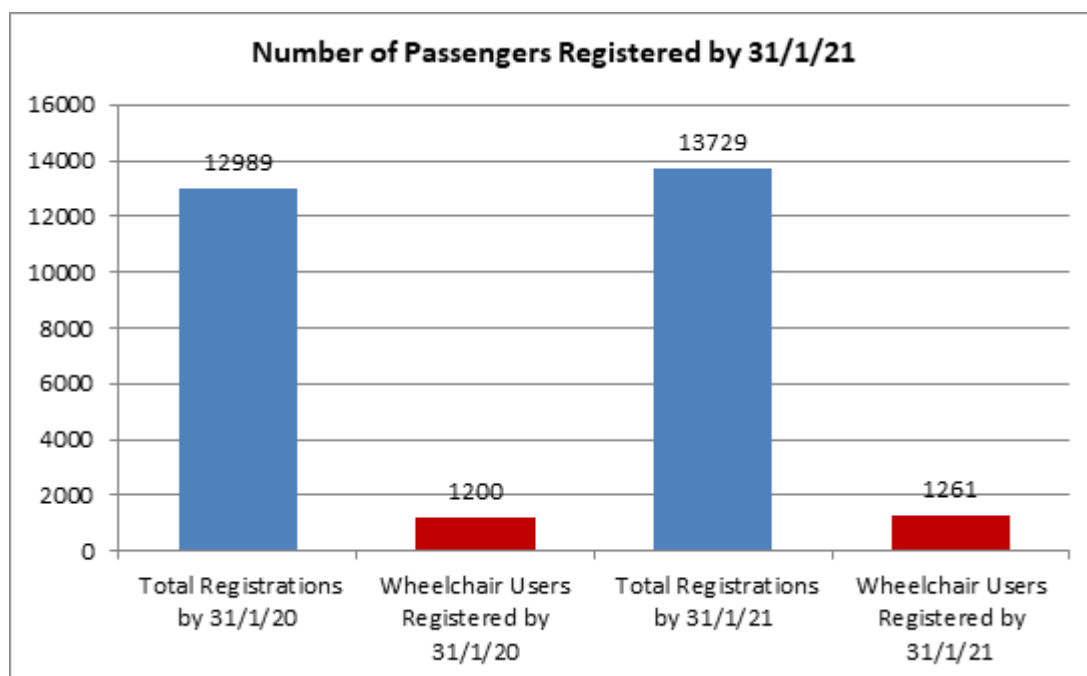
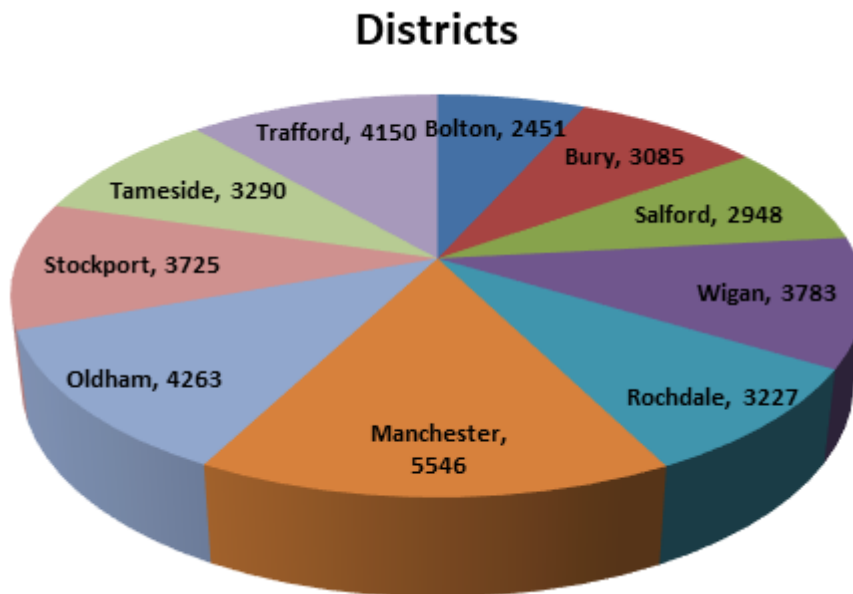


Figure 2: Number of passenger trips for each district between August 20 and January 21.



5. FINANCIAL UPDATE

- 5.1 The current forecast indicates that the TfGM grant support requirement could reduce by £1.121m (£0.991m revenue and £0.130 capital) by the end of the financial year. The contribution to the Vehicle Replacement Reserve is lower than anticipated as a result of reduced Bus Services Operators Grant (BSOG) receipts. Savings made during the year will result in the sum of £0.124m available to contribute to reserves.
- 5.2 TfGM alongside GMATL is undertaking a wide scale review of the service to ascertain where further efficiencies could be made without significantly impacting the customer.

6. RECOVERY

- 6.1 Assessing the recovery from Coronavirus and the impact on demand remains challenging as the situation may only gradually improve alongside the roll out of the vaccination programme. With current demand at only around 15% pre-covid levels GMATL anticipate that service output will remain at this level at least until the national lockdown restrictions are reviewed and the subsequent roadmap understood.
- 6.2 GMATL forecast that, if the planned vaccination timetable is rolled out on schedule, 75% of passengers should have received their first vaccination by 15th February therefore with 2 to 3 weeks protection passengers may feel more confident to travel from early March. With the second vaccination scheduled for 12 weeks after the first vaccination demand may then increase mid-May with passengers having more confidence in returning to the service.
- 6.3 A review of resource levels is currently being considered to ensure that there are available resources to meet any potential increase in demand. GMATL propose to retain the fleet at

the current level of 40 vehicles (35 front line and 5 spares). If the pre-covid level of 18 trips per shift was to return this would allow for an increase in demand from the current level of 89,180 to 375,660 trips per year.

- 6.4 As part of the recovery of Ring and Ride, TfGM will work with GMATL to continue to identify further efficiency savings and income generation options for Ring and Ride but at the same time ensure that the agreed levels of service are still delivered.

7. NEXT STEPS

- 7.1 Ring and Ride continues to offer a vital service providing trips to people who would otherwise find accessing services and leading independent lives far more difficult.
- 7.2 TfGM and GMATL continue to review performance targets and delivery to ensure the needs of the vulnerable customer base are being met.

8. RECOMMENDATIONS

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

Alison Chew

Interim Head of Bus Services

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GREATER MANCHESTER TRANSPORT COMMITTEE BUS SERVICES SUB COMMITTEE

Date: 12th March 2021

Subject: Forthcoming Changes to the Bus Network – Part A

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

PURPOSE OF REPORT

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

RECOMMENDATIONS:

Members are asked to:

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

CONTACT OFFICERS:

Alison Chew	Interim Head of Bus Services	alison.chew@tfgm.com
Nick Roberts	Head of Services & Commercial Development	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 – 15th January 2021.

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

1. INTRODUCTION/BACKGROUND

- 1.1 The 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 Operational Service Planning and Network Performance departments.

2. 2020/21 BUDGET SUMMARY

- 2.1 The summary overleaf provides the current position on the 2020/21 Subsidised Bus Services budget for the ten months to 31st January 2021. This budget is currently prepared on a Quarterly basis. The original budget was revised in April 2020 to reflect the likely impact of COVID-19, particularly a reduction in income due to lower On Bus revenue, primarily on schools’ services. Since that time central government grant income (from DfT & DfE) has been received to cover some of the lost income resulting in a currently favorable variance in the year to date particularly on schools’ services

Despite the favorable position reported year to date, it should be noted that considerable risk remains around future income (including continued government support) and cost.

	Year to date - Jan 2021				Budget 2020/21 £000
	Actual £000	Budget £000	Variance £000	%	
General Network Costs					
General Bus Services	16,644	16,105	(539)	(3.3%)	19,313
Local Link	1,883	2,146	261	12.2%	2,555
Shuttles	1,747	1,825	78	4.3%	2,162
Sub-Total General Network	20,273	20,076	(198)	(1.0%)	24,029
Schools Services Costs	11,321	11,443	123	1.1%	13,949
Total – Subsidised Services costs	31,594	31,518	(75)	(0.2%)	37,980
General Network Income					
General Bus Services	2,709	2,557	153	6.0%	3,072
Local Link	319	271	48	17.8%	330
Shuttles	807	792	16	2.0%	950
Sub-Total General Network	3,836	3,620	(217)	(6.0%)	4,352
Schools Services income*	4,365	3,733	631	16.9%	4,630
Total – Subsidised Services income	8,201	7,352	848	11.5%	8,982
Net Cost - Subsidised Services	23,393	24,166	773	3.2%	28,998

3. CHANGES TO COMMERCIAL SERVICES (ANNEX A)

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

4. CHANGES TO THE COMMERCIAL NETWORK (ANNEX B)

4.1 Annex B to this report lists changes to commercial services and provides brief details of the implications of these changes, which officers believe are of sufficient importance to require action by Transport for Greater Manchester. Members are asked to note that there are no proposed changes reported in Annex B in this report.

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 noted in Part B of the agenda.

7. RECOMMENDATIONS

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

Alison Chew

Interim Head of Bus Services

SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

ANNEX A

Dist	Service No. and Route	Operator	Proposed Change	Effective From	Alternative Services	Integration impact (modes/ticketing)	Comments/TfGM officer recommendations
MR RE	17 Manchester - Collyhurst - Blackley - Middleton - Castleton - Rochdale and 18 MRI - Manchester - Collyhurst - Middleton - Langley circular	Go North West	The early evening frequency on 17/18 on the shared section and beyond is reduced: Pre-Covid and then up to 30th January 2021, both services ran every 10 mins up to 2030 from Manchester. Both are reduced to every 15 mins each after 19:00 ex Shudehill to provide 7/8 headway on Rochdale Road. There are no changes to the daytime frequencies.	11 April 201	41 and 163 to Middleton to Manchester	n/a	No TfGM action. Last buses from Manchester towards Middleton are 2332 (18) and 2342 to Rochdale (17)
RE	17B Middleton - Stakehill	Go North West	New single journey at 0643 from Middleton to Stakehill Industrial Estate and return at 0654.	11 April 201	n/a	n/a	No TfGM action.

SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

ANNEX B

The Committee is requested to note that there are no changes to report in Annex 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
RE	<p>6 Rochdale – Queensway – Kirkholt Circular <i>First/Burnley Bus Co</i></p>	<p>Service 6 operates every 20 minutes Monday to Saturday daytime and every 30 minutes daily evening and Sunday daytime half-hourly. On Monday to Friday the first journey from Kirkholt Estate into Rochdale is at 0534 and the last return journey at 2300. On Saturday, the first journey from Kirkholt Estate into Rochdale is at 0634 and the last return journeys is at 2300. On Sunday, the first journey from Kirkholt Estate into Rochdale is at 0835 and the at return journey is at 2200.</p> <p>A revised timetable is proposed where the half hourly daily evening service, operated by Burnley Bus Co, is reduced to hourly. The time of the last journey is revised to 2310 (Monday to Saturday) and 2220 on Sunday.</p> <p>Members are asked to approve this change with effect from 11 April 2021.</p> <p>There is no impact on the subsidised services budget.</p>
WN	<p>113 Wigan — Standish — Eccleston — Leyland — Preston <i>Stagecoach</i></p>	<p>The existing service runs every hour Monday to Saturday daytime from Wigan to Preston. The first journey from Wigan is at 0725 (Monday to Friday) and 0735 (Saturday) and the last journey is at 1920 and terminates at Shevington Moor. The first full journey from Preston to Wigan is at 0550 (Monday to Friday) and 0600 (Saturday) and the last full journey from Wigan to Preston is at 1730. This service is commissioned by Lancashire County Council with a financial contribution made by Transport for Greater Manchester.</p> <p>As a result of the retender of the service by Lancashire County Council, a revised timetable is proposed which maintains the hourly link between Wigan and Preston but is rerouted between Leyland and Preston via Lostock Hall instead of Bamber Bridge. The service will be renumbered 111. Within Greater Manchester, the service is also rerouted via Rectory Lane and Chorley Road (Standish) to replace the 640/641 on Rectory Road (see separate report).</p> <p>Members are asked to approve this change with effect from 2 May 2021.</p> <p>The impact on the subsidised services budget is given in Part B of this report.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
RE	<p>129 Middleton - Hollin - Stanycliffe – Boarshaw circular Go North West</p>	<p>The existing service runs every 40 minutes on Monday to Friday between 0815 and 1805 which is the last departure from Middleton and between 0910 and 1636 on Saturdays which is the last departure from Middleton.</p> <p>A revised timetable is proposed which reduces the frequency from every 40 minutes to hourly. This will allow potential passengers to go to a ‘past the hour’ timetable as opposed to trying to work out when on a 2 hour cycle the next bus is.</p> <p>The change will also see the first arrival into Middleton from the first full journey change from 0905 to 0814 on Mon-Fri and from 0945 to 0914 on Saturday, whilst the last departure on Monday to Friday from Middleton would go from 1805 to 1840, a modest improvement in the span of operation</p> <p>In addition, there is a change of operator due to the tendering process.</p> <p>Members are asked to approve this change with effect from 11th April 2021.</p> <p>The impact on the subsidised services budget is given in Part B of this report.</p>
OM MR	<p>151 Ashton - Failsworth – Newton Heath - Collyhurst – NMGH Go Goodwins</p>	<p>The existing service runs hourly, Monday to Saturday daytime, between Failsworth and North Manchester General Hospital.</p> <p>As approved at the 15th January 2021 meeting of this Sub-Committee, a revised timetable will be introduced from 11 April which extends the service into Ashton by linking the 151 with the 397 (Newton Heath - Ashton), providing a new link from Ashton to NMGH and improving the frequency between Newton Heath and Ashton</p> <p>Following further discussions with local members, the route of the services will be revised in Failsworth to run via Church Street instead of Pole Street in order to avoid the situation where buses in both directions serve the stops at James Street (Ashton Road East).</p> <p>Members are asked to approve this change with effect from 11th April 2021.</p> <p>There is no impact on the subsidised services budget.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
RE	<p>458</p> <p>Rochdale — Wardle — Hollingworth Lake — Littleborough</p> <p><i>Rosso</i></p>	<p>The existing service runs hourly Monday to Saturday daytime between Littleborough and Rochdale (more frequently at peaks). The first journey from Littleborough to Rochdale is at 0652 (Monday to Friday) and 0747 (Saturday) and the last journey from Rochdale to Littleborough is at 1820 (Monday to Friday) and 1815 (Saturday). There is an hourly Sunday daytime service which extends to Shore and Stansfield covering part of First service 588 with the first journey from Littleborough to Rochdale at 1129 and the last journey from Rochdale to Littleborough at 1700.</p> <p>A revised timetable is proposed with hourly Monday to Saturday evening journeys added continuing from Littleborough to Shore and Stansfield. On Sundays the daytime service is the operating hours are extended to 2200.</p> <p>Members are asked to approve this change with effect from 11th April 2021.</p> <p>There is no impact on the subsidised services budget.</p>
WN	<p>640/641</p> <p>Wigan — Standish — Shevington circular</p> <p><i>Warrington</i></p>	<p>The existing services run hourly Monday to Saturday daytime. The first full journey is at 0628 on Monday to Friday with an 0820 journey from Shevington Moor on Saturday. The last journey which runs as far as Shevington Moor is at 1810 on Monday to Friday and 1800 on Saturday.</p> <p>In response to concerns raised by local members, a revised route is proposed between Standish and Wigan with buses running via Bradley Lane, Platt Lane, and Chorley Road in order to reinstate a service to Worthington.</p> <p>A service along Rectory Road in Standish will be maintained by the change to service 113 (see separate report).</p> <p>Members are asked to approve this change with effect from 2 May 2021.</p> <p>The impact on the subsidised services budget is given in Part B of this report.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
BN	<p>500</p> <p>Bolton MetroShuttle</p> <p><i>Vision Bus</i></p>	<p>Bolton Metroshuttle runs on Monday to Saturday daytime every 15 minutes with the first journeys at 0900 and the last journey at 1700 and operates as an anti-clockwise circular loop around Bolton town centre which serves key destinations including the main retail area, Bolton Interchange and railway station, University of Bolton, Crompton Place Shopping Centre and Market Place Shopping Centre. The service is financially supported by Bolton MBC (75%) and TfGM (25%).</p> <p>The service has been subject to annual review on a rolling basis and Bolton MBC officers have been reviewing the continued justification for the service and the extent to which it provides value for money. As part of this exercise, TfGM officers have provided recent pre-COVID usage data.</p> <p>During the year to 31st March 2020, the service carried 62,403 passengers or an average of 205 trips per day which is 26% lower than that estimated at the start of the contract in 2018 and the impact of the COVID 19 pandemic will have reduced passenger numbers further. The pre-COVID patronage usage equates to a cost per passenger journey of £1.92 per passenger. The period of highest use is between 1400 and 1445 with an average of 46 passenger trips followed by 1200 to 1245 with an average of 37 passenger trips. The times of least use are between 0900 and 0945 and between 1600 and 1700 with average passenger trips of five and ten respectively. Overall, the average level of use is 6 passengers per journey.</p> <p>Survey data on trip purpose was gathered in 2018 from a sample of 206 passengers which showed 33% being made for food shopping, 32% for other shopping, 26.7% for social/leisure purposes, 3.4% for employment, 3.4% for other purposes and 0.5% for education with 1% not disclosing their journey purpose.</p> <p>Given the reduction in patronage over recent years it is not possible to justify the continued funding of this service and Bolton MBC and TfGM officers are therefore recommending that it be withdrawn after operation on Saturday 10th April 2021.</p> <p>It should be noted that there are various general bus services which maintain connectivity between the northern and southern ends of Bolton town centre and the completion of the</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>new interchange has significantly improved facilities for passengers arriving by bus or rail and wishing to make onward journeys across the town. This includes holders of English National Concessionary Travel Scheme passes who are able to travel at no cost to the user.</p> <p>Members are asked to approve this recommendation which would be effective from 10th April 2021.</p> <p>The impact on the subsidised services budget is given in Part B of this report.</p>
BN SD WN	Logistics North Local Link <i>Telecars</i>	<p>The existing service provides on-demand links from the Logistics North Business Park to Highfield, Rumworth, Farnworth, Little Hulton, Westhoughton, Hag Fold, Atherton and Shakerley and the following key destinations Bolton Bus Station and Bolton Rail Station. The service has been running since April 2016 and is funded by s106 contributions from Logistics North through Bolton MBC. At pre-COVID levels, the service has an approximate cost per passenger journey of £13.24.</p> <p>TfGM received an allocation of £1.6m from the government’s Better Deal for Bus Users Funding, for which operators were invited to submit proposals for service improvements. One of the improvements implemented from October 2020 was the provision of a bus service through the day (including early morning and later evening journeys) from Bolton Interchange to Logistics North by the diversion of service 68 (now service 20) from Walkden via Logistics North, Hulton Lane, St Helens Road and Deane Road into Bolton.</p> <p>In addition to the change to service 20 introduced in October, TfGM tendered service 521 (Blackrod – Farnworth – Little Lever) will also be revised from 11 April 2021 with all journeys diverted via Logistics North to provide a direct link from Westhoughton and Farnworth. In addition the introduction of a Sunday service as well as early morning journeys and late evening journeys during the week will cover shift times. Officers are currently working with Bolton MBC and the Travel Plan Coordinator of Logistics North to develop promotional information which will ensure that employees of Logistics North area aware of the revised services and the travel options available to them.</p>

Dist	Service, route and operator	TfGM officer comments and recommendations
		<p>Analysis of the Logistics North Local Link passenger data from the period between March 2019 to February 2020 shows that there were just under 20,000 journeys made on the service. With the changes to the bus services 20 and 521, 96% of the passenger journeys made during this period can be made by bus:</p> <ul style="list-style-type: none"> • 61% of the LL passengers have a direct alternative provided by bus service 20 • 19% of the LL passengers will have a direct alternative provided by bus service 521 from Farnworth and Westhoughton • and a further 8% have an alternative by change of bus at Bolton or Farnworth <p>The remaining 4% of journeys, around 730 in total will not have a direct bus journey from the Atherton or Tyldesley areas but this is equivalent to less than 1 round trip per day. As part of this exercise, TfGM officers are working in conjunction with Bolton MBC officers and travel planning co-ordinators at Logistics North to develop updated publicity material to ensure that existing and potential employees have awareness of the local bus services now providing links to this growing employment site.</p> <p>It is therefore proposed that the service is withdrawn.</p> <p>Members are asked to approve this recommendation which would be effective from 10th April 2021.</p> <p>The impact on the subsidised services budget is given in Part B of this report.</p>

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

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