



## **BEE NETWORK COMMITTEE**

**DATE:** Thursday, 28th September, 2023

**TIME:** 2.00 pm

**VENUE:** GMCA Offices, 56 Oxford Street, M1 6EU

## **AGENDA**

**1. APOLOGIES**

**2. 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 in advance of the meeting.

<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>

Please note that this meeting will be livestreamed via [www.greatermanchester-ca.gov.uk](http://www.greatermanchester-ca.gov.uk), please speak to a Governance Officer before the meeting should you not wish to consent to being included in this recording.

<b>3.</b>	<b>CHAIR'S ANNOUNCEMENTS AND URGENT BUSINESS</b>	
<b>4.</b>	<b>THE MINUTES OF THE MEETING HELD ON 27 JULY 2023</b>	<b>5 - 20</b>
	To consider the approval of the minutes of the meeting held on 27 July 2023.	
<b>5.</b>	<b>CONGESTION INTERVENTION PLAN</b>	<b>21 - 36</b>
	Report of Peter Boulton, Head of Highways, TfGM.	
<b>6.</b>	<b>TACKLING FARE EVASION</b>	<b>37 - 44</b>
	Report of Danny Vaughan, Head of Metrolink, TfGM.	
<b>7.</b>	<b>TRANSPORT CAPITAL PROGRAMME</b>	<b>45 - 58</b>
	Report of Chris Barnes, Infrastructure Pipeline Programme Director, TfGM.	
<b>8.</b>	<b>NON-FRANCHISED BUS SERVICES - PART A</b>	<b>59 - 78</b>
	Report of Stephen Rhodes, Director of Bus, TfGM.	
<b>9.</b>	<b>DATES AND TIMES OF FUTURE MEETINGS</b>	
	<ul style="list-style-type: none"><li>• 26 October; 2 – 4 PM</li><li>• 23 November; 2 – 4 PM</li><li>• 14 December; 2 – 4 PM</li><li>• 25 January; 2 – 4 PM</li><li>• 22 February; 2 – 4 PM</li><li>• 21 March; 2 – 4 PM</li></ul>	

## **PART B**

### **10. EXCLUSION OF THE PRESS AND PUBLIC**

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

### **11. NON-FRANCHISED BUS SERVICES - PART B**

79 - 82

Report of Stephen Rhodes, Director of Bus, TfGM.

For copies of papers and further information on this meeting please refer to the website

[www.greatermanchester-ca.gov.uk](http://www.greatermanchester-ca.gov.uk). Alternatively, contact the following

Governance & Scrutiny Officer: Ninoshka Martins

✉ [ninoshka.martins@greatermanchester-ca.gov.uk](mailto:ninoshka.martins@greatermanchester-ca.gov.uk)

This agenda was issued on Wednesday, 20 September 2023 on behalf of Julie Connor,

Secretary to the

Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street,

Manchester M1 6EU

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

Name and Date of Committee.....>

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

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  
If your interest relates to a body to which the GMCA has appointed you to, you only have to inform the meeting of that interest if you speak on the matter.

### For prejudicial interests, you must:

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

### You must not:

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

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# Agenda Item 4

**MINUTES OF THE MEETING OF THE BEE NETWORK COMMITTEE  
HELD THURSDAY, 27TH JULY, 2023 AT GMCA OFFICES,  
56 OXFORD STREET, M1 6EU**

**PRESENT:**

GM Mayor Andy Burnham (Chair)	GMCA
Councillor Grace Baynham	Stockport
Councillor Warren Bray	Tameside
Councillor Phil Burke	Rochdale Council
Councillor Dan Costello	Tameside
City Mayor Paul Dennett	Salford
Councillor Sean Fielding	Bolton
Councillor James Gartside	Rochdale
Councillor Hamid Khurram	Bolton
Councillor David Meller	Mayoral
Councillor Eamonn O'Brien	Bury
Councillor Alan Quinn	Bury
Councillor Tracey Rawlins	Manchester
Councillor Howard Sykes	Oldham
Councillor Elaine Taylor	Oldham
Councillor John Vickers	Wigan
Councillor Aidan Williams	Trafford

**OTHER MEMBERS IN ATTENDANCE:**

Councillor Noel Bayley	Bury
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**OFFICERS IN ATTENDANCE:**

James Baldwin	TfGM
Eamonn Boylan	GMCA
Alex Cropper	TfGM
Helen Humble	TfGM
Martin Lax	TfGM

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

**OFFICERS IN ATTENDANCE:**

Jonathan Marsh	TfGM
Rosalind O'Driscoll	TfGM
Stephen Rhodes	TfGM
Gwynne Williams	GMCA

**BNC/1/23 WELCOME & APOLOGIES**

Apologies were received and noted from Councillors Paul Prescott (Wigan) and Hamid Khurram (Bolton).

**BNC/2/23 APPOINTMENT OF CHAIR**

Gwynne Williams, Deputy Monitoring Officer, GMCA opened the meeting and invited nominations for the appointment of Chair.

The Committee agreed the appointment of the GM Mayor, Andy Burnham as Chair for the 2023/24 municipal year.

**RESOLVED/-**

That the GM Mayor, Andy Burnham be appointed as Chair for the 2023/2024 municipal year.

**BNC/3/23 APPOINTMENT OF VICE CHAIR**

The nomination of Councillor Eamonn O'Brien was moved and seconded. No other nominations for vice Chair were received.

The Committee agreed the appointment of Councillor Eamonn O'Brien as Vice-Chair for the 2023/24 municipal year.

**RESOLVED/-**

That Councillor Eamonn O'Brien be appointed as Vice Chair for the 2023/24 municipal year.

**BNC/4/23 MEMBERSHIP FOR 2023/24 MUNICIPAL YEAR**

That the membership of the Committee for the forthcoming year be noted as below:

**RESOLVED/-**

<b>District</b>	<b>Name</b>	<b>Substitutes</b>
<b>GM Mayor</b>	Andy Burnham (Labour)	Tom Ross (Labour)
<b>GMCA</b>	Eamonn O'Brien (Labour)	Neil Emmott (Labour)
<b>Bolton</b>	Hamid Khurram (Labour)	Sean Fielding (Labour)
<b>Bury</b>	Alan Quinn (Labour)	Noel Bayley (Labour)
<b>Manchester</b>	Tracey Rawlins (Labour)	TBC
<b>Oldham</b>	Elaine Taylor (Labour)	Chris Goodwin (Labour & Co- operative)
<b>Rochdale</b>	Phil Burke (Labour)	TBC
<b>Salford</b>	Paul Dennett (Labour)	Mike McCusker (Labour)
<b>Stockport</b>	Grace Baynham (Liberal Democrat)	Mark Roberts (Liberal Democrat)
<b>Tameside</b>	Warren Bray (Labour)	Jan Jackson (Labour)
<b>Trafford</b>	Aidan Williams (Labour)	Steve Adshead (Labour)
<b>Wigan</b>	Paul Prescott (Labour)	John Vickers (Labour)

<b>District</b>	<b>Name</b>	<b>Substitutes</b>
<b>Mayoral - Oldham</b>	Howard Sykes (Lib Dem)	TBC

<b>Mayoral - Stockport</b>	David Meller (Labour & Co-operative)	TBC
<b>Mayoral - Tameside</b>	Dan Costello (Conservative)	TBC
<b>Mayoral - Rochdale</b>	James Gartside (Conservative)	TBC

## **BNC/5/23 MEMBERS CODE OF CONDUCT AND ANNUAL DECLARATION OF INTEREST FORM**

Members were reminded of their obligations under the GMCA Members' Code of Conduct and were requested to complete an annual declaration of interest form, which had been emailed to them by the Governance & Scrutiny Officer.

### **RESOLVED/-**

1. That the Code of Conduct be noted.
2. That members complete their Annual Declaration of Interest and return their duly filled form to the Governance & Scrutiny Officer.

## **BNC/6/23 TERMS OF REFERENCE AND RULES OF PROCEDURE**

Consideration was given to the terms of reference and rules of procedure for the newly established Committee.

It was noted that the Bee Network Committee was a joint committee of the ten Greater Manchester district councils ('the Constituent Councils'), the GMCA and the Mayor, that brought together the principal transport decision-makers in Greater Manchester, allowing a holistic, integrated view of transport to be taken.

The role of the newly established Committee was outlined as below:

- a) Decision-Making – Determining changes to transport network operations as set out in Part 2, and the draw down of funding to invest in transport infrastructure and operations.

- b) Performance Monitoring – Oversight of the performance and financial sustainability of the transport network, holding transport operators and TfGM to account.
- c) Policy Development – Developing transport policy to support the delivery of the Local Transport Plan and the Greater Manchester Strategy, within the parameters of the budgets set by GMCA.
- d) Local Coordination – Facilitating coordination between the Constituent Councils to support effective highways management and infrastructure delivery.

The establishment of the Bee Network Committee was welcomed as it was seen as a crucial step to improving the network through better coordination over the delivery of Greater Manchester's Local Transport Plan. It was strongly felt that an efficient network would put GM in a better position to lobby Government to agree a future funding position.

The revised Committee model would also allow members the opportunity to closely monitor the performance of the Bee Network. The work of the Committee will also be supported by Task & Finish groups that will be commissioned as and when required.

As appropriate, the Active Travel and Transport Commissioner would attend these meetings to keep members updated on the progress of various schemes.

In seeing local accountability as crucial to the delivery of the Bee Network, it was reported that a similar model had been replicated by a few local authorities. It was therefore felt that it would be beneficial for districts to replicate the Bee Network Committee model at a local level to ensure better coordination of services.

**RESOLVED/-**

1. That the Terms of Reference and Rules of Procedure be noted.

## **BNC/7/23 APPOINTMENTS TO OUTSIDE BODIES**

### **RESOLVED/-**

1. That Councillors Tracy Rawlins, Phil Burke, David Meller, Sean Fielding and Dan Costello be appointed to the Greater Manchester Accessible Transport Board.
2. That Mike McCusker be appointed to the Green City Region Partnership.

## **BNC/8/23 CHAIR'S ANNOUNCEMENTS AND URGENT BUSINESS**

The Mayor, Andy Burnham, provided an update on the legal action taken by the four Metro Mayors regarding ticket office closures. It was envisaged that the closure of ticketing offices would have a huge impact on passengers, disproportionately impacting the disabled and most vulnerable residents in GM.

The Mayor indicated that there would be costs implications to the GMCA as a result of his decision to move forward with legal action, however he was willing for his office to bear the costs to ensure that the ticket offices remained open.

Following a robust discussion on the implications to residents and in noting the position of GM Local Authorities to oppose the closure of ticket offices it was felt that it would be appropriate for the Committee to pass a motion indicating their support to the Mayor in his decision to call on the Rail Delivery Group to halt the closures of ticket offices and to hold a full consultation in line with the requirements of the Railway Act 2025.

### **RESOLVED/-**

1. That the update on the Mayor's position in relation to the closure of ticket offices be noted.
2. That the following motion be passed by the Bee Network Committee:

*The Committee resolves to support the action of the Mayor of Greater Manchester and other Mayors in opposing the current proposal to close ticket offices in rail*

*stations. We call on the Rail Delivery Group to halt the current process and undertake a full consultation in accordance with the requirements of the Railways Act, 2005.*

## **BNC/9/23    DECLARATIONS OF INTEREST**

### **RESOLVED/-**

That it be noted that Councillor Phil Burke declared an interest in items 14 & 17 as an employee of Metrolink.

## **BNC/10/23    GREATER MANCHESTER BUS STRATEGY:    BETTER BUSES FOR THE BEE NETWORK**

Consideration was given to a report that provided an overview of the draft Greater Manchester Bus Strategy, to which the Committee's endorsement was sought. Included within the report was also details on how the bus network would support the creation of the integrated Bee Network.

It was noted that the priorities and ambitions that were set out within the Bus Strategy would require additional funding to be delivered.

Members thanked officers for the report and welcomed the opportunity to receive regular updates on progress towards the targets set out in the Bus Strategy in order to monitor delivery of its aims.

It was felt that GM had an opportunity to support local policies through advertisement on buses therefore it was agreed that the advertisement policy would be brought to a future meeting.

Whilst cashless ticketing was seen as an effective way of improving punctuality of services, it was felt that this could potentially be an issue amongst the elderly. In response, it was explained that work was being done to explore options for expanding the contactless pay-as-you-go system however there still would be an option for passenger to purchase a ticket using cash.

In discussing the issues resulting in delays on the network, it was highlighted that congestion due to road works was a contributing factor. The Mayor welcomed the suggestion on considering shorter routes including park and ride schemes and highlighted that alongside considering shorter routes there was an opportunity for local authorities to improve the co-ordination of roadworks to ensure disruption are kept to a minimal.

Local coordination was seen as essential to delivering an efficient service across the network, it was therefore welcomed that the Mayor recommends to GM Local Authorities to replicate the Bee Network Committee model at a district level to ensure better control and coordination over deployment of services.

In response to members concerns around the lack of connectivity in certain areas of GM, it was highlighted that GM had a better opportunity through bus franchising to manage the network to increase useability alongside the focus being around connecting people to places. It was added that the strategy sets an ambition for buses to run at least every 12 minutes on key orbital and radial routes. It also aims for 90% of the entire Greater Manchester population to be within 400m of a 30-minute frequency bus or Metrolink service on weekdays. Where this was not possible, alternate options to provide connectivity as part of the Bee Network would be put in place.

Safety on the network alongside reliability and affordability were key themes emerging from the discussion that took place with the suggestion that these themes should be incorporated into future campaigns. In noting that safety was a prerequisite to successfully increasing patronage on the network, the Mayor requested that a standing invite be extended to GMP colleagues to attend the Bee Network Committee to be able to address any concerns. In addition, it was also agreed that the Customer Growth Strategy would be brought to a future meeting to allow members the opportunity to input into that piece of work.

It was reported that the Local Transport Plan that sets out GM's long-term ambition for transport was due to be refreshed, members were assured that prior to a draft being submitted to DfT, the plan would be brought to a future meeting for consideration by members.



In an effort to improve reliability, the Mayor assured members that renewed arrangements for workforce engagement were in place. In addition to retaining existing drivers, a further driver hire campaign had been launched to ensure services were adequately staffed. Franchising was also seen as an opportunity to link to the GM skills agenda, to allow school leavers to consider public transport jobs as a career pathway.

**RESOLVED/-**

1. That the draft Greater Manchester Bus Strategy be noted.
2. That it be noted that the Bee Network Committee suggests that the GMCA recommends to GM Local Authorities to replicate the Bee Network Committee model at a district level to ensure better control and coordination over deployment of services across the Bee Network.
3. That a further report on advertising policy on buses be received at a future meeting.
4. In noting that safety was a prerequisite to successfully increasing patronage on the network, it was agreed that a standing invite should be extended to GMP colleagues to all future meetings of the Committee.
5. That a further report on the Customer Growth Strategy be received at a future meeting.
6. That prior to submission to DfT, the Local Transport Plan be received by the Committee.
7. That it be noted that the Bee Network Committee would receive regular updates on progress towards targets set out within the Bus Strategy.

Consideration was given to a report that sought approval over the funding of a number of CRSTS and Active Travel schemes in order to support the continued development and delivery of the Greater Manchester Transport Capital Programme.

Members were advised that the Transport Capital Programme would be reviewed on a bi-annual basis and that regular reports would be brought to future meetings.

In response to Councillor Meller's request for further details on the Greek Street Bridge / Stockholm Road Bridge scheme, it was agreed that officers would pick this following the meeting.

### **RESOLVED/-**

1. That it be noted that the Greek Street Bridge / Stockholm Road Bridge scheme has achieved Strategic Outline Business Case (SOBC) approval and that approval be given to the total draw-down for this scheme of £6.0m (comprising, £4.1m from the Tram-Train Package and £1.9m from Stockport Council's Strategic Maintenance Package);

2. That the draw-down of CRSTS funding be agreed as follows:

- City Centre Bus and S4A Connectivity Programme (Radials) – £3.28m to progress individual Outline Business Cases for a number of radial corridors, noting that a further update will be brought to the BNC in due course;
  - Oldham Mumps Corridor Improvements – £0.68m to develop the scheme to Final Business Case, noting that a further update will be brought to the BNC at that stage;
  - Stockport Station – £1.35m to continue to progress design and development activity to a single preferred option, noting that a further update will be brought to the BNC in due course;
  - Salford Quays Northern Access – an additional £0.19m to develop the scheme to Full Business Case, noting that a further update will be brought to the BNC at that stage;
  - Bury – Rochdale Quality Bus Transit - £0.96m to continue to develop the scheme to Outline Business Case, noting that a further update will be brought to the BNC at that stage;

- Wigan – Leigh Quality Bus Transit - £0.56m to continue to develop the scheme to Outline Business Case, noting that a further update will be brought to the BNC at that stage;
- Wigan – Bolton Quality Bus Transit – £0.43m to continue to develop the scheme to Outline Business Case, noting that a further update will be brought to the BNC at that stage;
- Access for All Programme – £0.27m to complete development of four AfA schemes to Full Business Case and further study work to support the Rail Strategy. Noting a further update will be brought to the BNC upon completion of the procurement exercise; and
- Bury Interchange - £2.72m to facilitate the completion of the Outline Business Case, noting that a further update will be brought to the BNC at that stage.

3. That the draw-down of Active Travel funding be agreed as follows:

- £2.55m to enable full delivery of the Bury Radcliffe Central Phase 1 scheme;
- £2.45m to enable full delivery of the GM Average Safety Cameras scheme;
- £0.75m to enable development of the ATF3, Manchester Alan Turing Way scheme; and
- £0.24m to enable development of the ATF4, GM-wide Signal Junction Upgrades scheme.

4. That further details on the Greek Street Bridge / Stockholm Road consultation be shared with Councillor Meller.

5. That it be noted that the Transport Capital Programme would be reviewed on a bi-annual basis and that regular reports would be received by the Bee Network Committee.

## **BNC/12/23 TRANSPORT FOR THE NORTH - STRATEGIC TRANSPORT PLAN 2**

Consideration was given to a report that provided an overview of the Transport for the North's draft Strategic Transport Plan 2 which had been published for public consultation. The report summarised the draft plan, and the key feedback areas for inclusion in Greater Manchester's response to the consultation. Referenced within the

report was a number of consultations being carried out by National Highways and the Department for Transport which TfGM were currently responding to.

#### **RESOLVED/-**

1. That TfN's draft Strategic Transport Plan be noted.
2. That the key points for inclusion in Greater Manchester's response be noted and endorsed.
3. That the Bee Network Committee agrees to delegate the approval of the final consultation response to the Chief Executive of TfGM and GMCA.
4. That it be noted that TfGM officers were responding to a number of relevant consultations being carried out by National Highways and the Department for Transport.

#### **BNC/13/23 BEE NETWORK FARES AND PRODUCTS**

Consideration was given to a report that set out the proposed introduction of fares and products that would be available to customers travelling from 24th September 2023.

The Mayor stated that Greater Manchester's move to bus franchising provided the mechanism to delivering transformational change in bus service delivery for an integrated 'London-style' transport system with flexible products, which would transform the way people travel across the city region.

Members raised that despite the fares cap a few operators have continued to increase prices. The Mayor advised that this was a voluntary arrangement however this issue would be regularly monitored and for the very small proportion of customers' journeys where differences do continue to exist, TfGM would seek to review and recompense users where appropriate. Members suggested that any compensation scheme should be made as simple and accessible to all residents.

With regards to the issue raised around the variation in the cost of products offered by Go-NorthWest operators, it was agreed that officers would look into the matter and a response would be provided to Councillor Bailey following the meeting.

It was requested that TfGM continue to provide concessionary support for all groups, leaving no groups or communities disadvantaged and consider the development of product for carers. Officers agreed to look into the development of a report on the feasibility of delivering a Bus Companion Pass.

The Mayor advised that conversations with the Credit Union were ongoing to ensure that less affluent residents still had access to the same discounted products, for example annual and monthly tickets which required an upfront payment.

In response to a member's request for details on the Salford Corridor discounted products, officers advised that details would be shared with City Mayor Dennett following the meeting.

Concerns were raised around the lack of functionality around ticketing systems placed at train stations, as there was no option for passengers to purchase a multi-modal ticket. Officers noted the issue raised and agreed to respond to Councillor Fielding following the meeting.

#### **RESOLVED/-**

1. That it be noted, and approval be given to the proposed range of fares and products that will be available to customers travelling on franchised bus services from 24<sup>th</sup> September 2023.
2. That the recommendations or feedback from the GM Overview and Scrutiny Committee be noted.
3. That further details on the Salford Corridor discounted products be shared with City Mayor Dennett.

4. That the issue raised around the variation in the cost of products offered by Go-NorthWest operators would be reviewed and a response would be provided to Councillor Bailey.
5. That the issue of not being able to purchase a multi-modal ticket at train station would be reviewed and a response would be provided to Councillor Fielding.
6. That in response to Councillor Rawlins' request, officers would look into the development of a report on the feasibility of delivering a Bus Companion Pass.

### **BNC/14/23 METROLINK CONTRACT EXTENSION - PART A**

Consideration was given to a report that sought approval to trigger the extension option within the Metrolink Operations and Maintenance Agreement (MOMA) with Keolis Amey Metrolink Ltd (KAM) to extend the contract until 25 July 2027.

Members welcomed the report, as well as the approach undertaken through the 'Contract Review' exercise with KAM, which focused on opportunities for efficiencies and net revenue improvements.

In noting members concerns around the absence of Metrolink in certain areas of GM, the Mayor assured members that he was committed to exploring new ways to expand the Metrolink network and the development of potential 'tram-train' services were being considered. Officers added that the Fixed Track Strategy would be brought to a future meeting.

### **RESOLVED/-**

1. That the contents of the report be noted.
2. That approval be given to the proposed terms of extension to the Metrolink Operations and Maintenance Agreement (MOMA) with Keolis Amey Metrolink Ltd (KAM) from 21 July 2024 to 25 July 2027.

3. That it be noted that a detailed report on the Fixed Track Strategy (linked to development of tram-train services) would be brought to a future meeting of the Committee.

### **BNC/15/23 DATES AND TIMES OF FUTURE MEETINGS**

#### **RESOLVED/-**

That the dates and times of future meetings would be confirmed following the meeting.

### **BNC/16/23 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.

### **BNC/17/23 METROLINK EXTENSION CONTRACT - PART B**

#### **RESOLVED/-**

That the contents of the report be noted.

**Clerk's Note:** This item was considered in support of the report considered in Part A of the agenda (Item 14 above refers).

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## Bee Network Committee

Date: Thursday 28 September 2023  
 Subject: Congestion Intervention Plan  
 Report of: Peter Boulton, Head of Highways, TfGM

### Purpose of Report

This report provides an overview of the changing nature of Greater Manchester’s (GM) highways network, the impact of congestion and identifies areas where improvements can be made to ease congestion and in particular support the reliability of the bus network as we enter a new era with bus franchising.

### Recommendations:

Committee members are requested to:

1. Note GM’s Road network is changing and the impact this can have on congestion.
2. Note the commencement of franchised bus operations and the negative impact that congestion can have on bus network performance.
3. Endorse the proposed improvements to Greater Manchester Road Activity Permit Scheme (GMRAPS) and other short-term measures being implemented to improve GM’s highway network.
4. Endorse the development of a Red Route Network on key corridors in conjunction with Local Highway Authorities.
5. Endorse the development of a proposal for the introduction of Lane Rental in GM.

### Contact Officers

Steve Warrener	Managing Director, TfGM	<a href="mailto:Steve.Warrener@tfgm.com">Steve.Warrener@tfgm.com</a>
Peter Boulton	Head of Highways, TfGM	<a href="mailto:Peter.Boulton@tfgm.com">Peter.Boulton@tfgm.com</a>
Alex Cropper	Chief Operating Officer, TfGM	<a href="mailto:Alex.Cropper@tfgm.com">Alex.Cropper@tfgm.com</a>

# Equalities Impact, Carbon and Sustainability Assessment:

## Recommendation - Key points for decision-makers

Support the development of short term highway network management improvement measures, a Red Route Network and a proposal for GM wide Lane Rental

## Impacts Questionnaire

Impact Indicator	Result	Justification/Mitigation
Equality and Inclusion		
Health		
Resilience and Adaptation		
Housing		
Economy	<b>G</b>	A resilient highways network will make GM a better place to invest in Businesses will not be put off investing in GM if the highway network runs efficiently GM will be more attractive to businesses if it has a good transport network
Mobility and Connectivity	<b>G</b>	Better bus services that are frequent and reliable will encourage more travel to work opportunities The focus is on putting in measures that will improve congestion Less congestion will encourage PT use and AT use As detailed in the report
Carbon, Nature and Environment	<b>G</b>	A reduction in congestion will improve local air quality Improving bus performance by implementing measures to reduce congestion will make the bus more attractive to users and commuters may choose bus over private motor vehicles
Consumption and Production		
Contribution to achieving the GM Carbon Neutral 2038 target		By reducing congestion and bringing in measures that support the efficient network performance of bus operations commuters are more likely to choose PT over private vehicle use.
<b>Further Assessment(s):</b>	Carbon Assessment	
<b>G</b> Positive impacts overall, whether long or short term.	<b>A</b> Mix of positive and negative impacts. Trade-offs to consider.	<b>R</b> Mostly negative, with at least one positive aspect. Trade-offs to consider.
		<b>RR</b> Negative impacts overall.

## Carbon Assessment

### Overall Score

Buildings	Result	Justification/Mitigation
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New Build residential	N/A	
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Residential building(s) renovation/maintenance	N/A	
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New build non-residential (including public) buildings	N/A	
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### Transport

Active travel and public transport		indirectly - the introduction of red routes will provide more space for cyclists and reduce the risk of harm By reducing the unpredictability of journeys caused by parked cars and poorly planned and implemented roadworks access to education, shopping, leisure and work by PT will be improved
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Roads, Parking and Vehicle Access		Red Routes will remove illegally parked vehicles allowing free flowing traffic along a route. This will benefit motorists and cyclists who choose to use the route Although it will be safer for cyclists
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Access to amenities	N/A	
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Vehicle procurement	N/A	
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### Land Use

Land use	N/A	
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No associated carbon impacts expected.

High standard in terms of practice and awareness on carbon.

Mostly best practice with a good level of awareness on carbon.

Partially meets best practice/ awareness, significant room to improve.

Not best practice and/ or insufficient awareness of carbon impacts.

## Risk Management

Risk registers for the proposals will be developed and maintained as the proposals are progressed.

## Legal Considerations

The legal consideration associated with the proposals will be established as the proposals are progressed.

## Financial Consequences – Revenue

No specific financial (revenue) consequences at this stage although there will be for the implementation of Lane Rental and more details on this will be provided as the proposal is further developed.

## Financial Consequences – Capital

The financial cost of Red Routes will be developed and opportunities for funding will be identified.

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

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

N/A

**Background Papers**

N/A

**Tracking/ Process**

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

No.

**Exemption from call in**

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

No

# 1. Background

- 1.1. Greater Manchester, through the GM Transport Strategy 2040, has made a strong commitment to delivering a transport system which:
- supports sustainable economic growth and the efficient and effective movement of people and goods;
  - improves the quality of life for all by being integrated, affordable and reliable;
  - protects our environment and supports our target to be net zero carbon by 2038 as well as improving air quality; and
  - capitalises on recent technology and innovation.
- 1.2. Delivering on this commitment is a huge challenge. We have been setting out, and are demonstrating, our ambition through major initiatives such as Made to Move, Streets for All, Bus Franchising, the new GM Bus Strategy, and the Bee Network.
- 1.3. These initiatives call on all of us involved in enabling and delivering transport infrastructure and services to do things differently and so improve public transport and active travel options in the region. They also call upon the wider public – residents, businesses, and visitors - to embrace change in how, where, and when they travel.
- 1.4. The GM Streets for All strategy is a people focused approach to how we design, improve, and operate our highways and streets which will facilitate and encourage this change.
- 1.5. Central to this is the need to balance competing demands upon our streets and the space and time allocated to each use: walking and wheeling, cycling facilities, bus, general traffic, parking and charging, and servicing; as well as non-transport uses around place and public realm.
- 1.6. GM does not have the same integrated approach to managing the Key Route Network (KRN)<sup>1</sup> as in London, with each of the ten local authorities holding their respective highway powers. Through the Key Route Network, TfGM fulfils the delegated functions, in collaboration with the 10 GM Local Highway Authorities,

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<sup>1</sup> Greater Manchester's KRN encompasses some 656km of network, around 7% of all local authority roads. The KRN comprises 49% of all A and B roads but carries 63% of the traffic on these roads and 67% during the peaks.

National Highways, GM Police and road users to achieve a reliable, resilient, and safe highway network.

- 1.7. This has enabled GM to establish a mature and extensive model of regional highway collaboration. The combined agencies provide a unique scale of capacity and capability to address all aspects of policy and operations on both the KRN and the wider GM network. However, we recognise that congestion remains a significant area of concern and we are committed to continuous improvement and ensuring that a strategic network-based approach to GM's highway network is adopted through the further development of this model.
- 1.8. The Bee Network Committee will provide us with a forum where we can, working in collaboration, further develop the strategic model of network management for Greater Manchester's highway network and help move GM more closely in line with how the road network is run in London. This would help support a number of benefits including, helping the delivery of Local Transport Plans, consistent delivery standards, reducing unnecessary delays for all road users through effective network management, improved bus services and active travel network and reducing costs by exploiting regional procurement opportunities.

## **2. Greater Manchester's Changing Highway Network**

- 2.1. Greater Manchester's roads are changing. To support the ambitious programme outlined above, we are optimising the use of limited street space to deliver better and more space for walking, wheeling, and cycling; to give more priority for public transport; and to make our streets better places to live, spend time in, and travel along. This is essential in achieving the aspirations set out in the 2040 Transport Strategy and ensuring the transport network keeps pace with population growth and supports sustainable economic growth throughout the city-region by providing better transport options to move our residents and visitors more cleanly and efficiently.
- 2.2. Measures such as improved junction design, new adaptive traffic signals, and continual improvement in Urban Traffic Control (UTC) performance will go some way to moderating the impact on general motor traffic associated with this reallocation of street space and the impact of works providing new buildings and better utilities but can only go so far in mitigating these effects.
- 2.3. Given this reallocation of street space, if general motorised traffic demand remains the same, congestion – in the form of delay and queue lengths will increase. It is

crucial that this is managed effectively, to avoid potential negative impacts on economic growth and the attractiveness of the region to investors and underlines the importance of a reliable, frequent and cost-effective public transport system that gives people a real alternative to private motor vehicles at the same time as providing capacity for those who need to use their own vehicle.

- 2.4. A further challenge to tackling congestion is changes in personal car-keeping in GM. Personal car ownership has continued to grow with private car registrations increasing by around 15% since 2009.



### 3. Bus Franchising, Growth and Congestion

- 3.1. Most of our bus services share space in our streets with other traffic, and are, therefore, caught up in traffic congestion when it occurs.
- 3.2. The current extent and effectiveness of bus priority measures, such as bus lanes on our main radial routes and bus priority in town and city centres, is relatively limited in extent. This means our buses are too often caught up in congestion with general traffic, impacting journey times, and impacting on the ability of operators to run a reliable service.
- 3.3. Buses are disproportionately affected by congestion caused, for example, by roadworks as compared to other motor vehicles as:
- Bus drivers cannot choose to divert from their usual route, either before or during their journey, unlike other drivers
  - An individual bus goes along the same route each time it runs the same service, resulting in a cumulative effect over the day.

- Passenger confidence in buses turning up / arriving on-time is impacted. The effect of delays caused, for example, by roadworks impact on passengers throughout the length of the route, even for passengers who do not travel through the roadworks section. These passengers will usually be unaware as to why their bus is late or does not turn up at all. Use of service updates via websites, Apps and real time information screens, if provided at stops can provide some mitigation of this.
- Bus timetables are scheduled with a certain amount of running time and an element of layover (for unknowns such as road traffic collisions and congestion) at intermediate points and at the end of the route. Once this is exceeded, timetable adherence is destroyed.
- Where a particular vehicle is scheduled to run different services over the course of a day, customers are unlikely to appreciate why their bus is late or does not turn up when there are no roadworks on their bus route.
- Bus drivers' work hours are heavily regulated, in terms of breaks and maximum number of hours. Where a driver is scheduled to return the vehicle to the depot, typically at the end of daytime service frequencies, if the bus is running late from accumulated delays, they may have to run in to the depot without completing all their planned trips, resulting in timetabled services not operating and buses not turning up for passengers and driving past stops displaying 'not in service.'

3.4. Now that bus franchising has commenced GMCA will receive all fare revenue from the franchised services ticket sales but in doing so takes on the risk associated with patronage levels. This represents a significant financial risk for Greater Manchester, with GMCA and TfGM clearly accountable.

3.5. As the Greater Manchester Bus Strategy sets out, the bus network itself can play an important role in reducing road congestion. On average, each car in Greater Manchester carries just 1.3 people. Buses can carry many more people than cars and are a more efficient way to use limited road space.

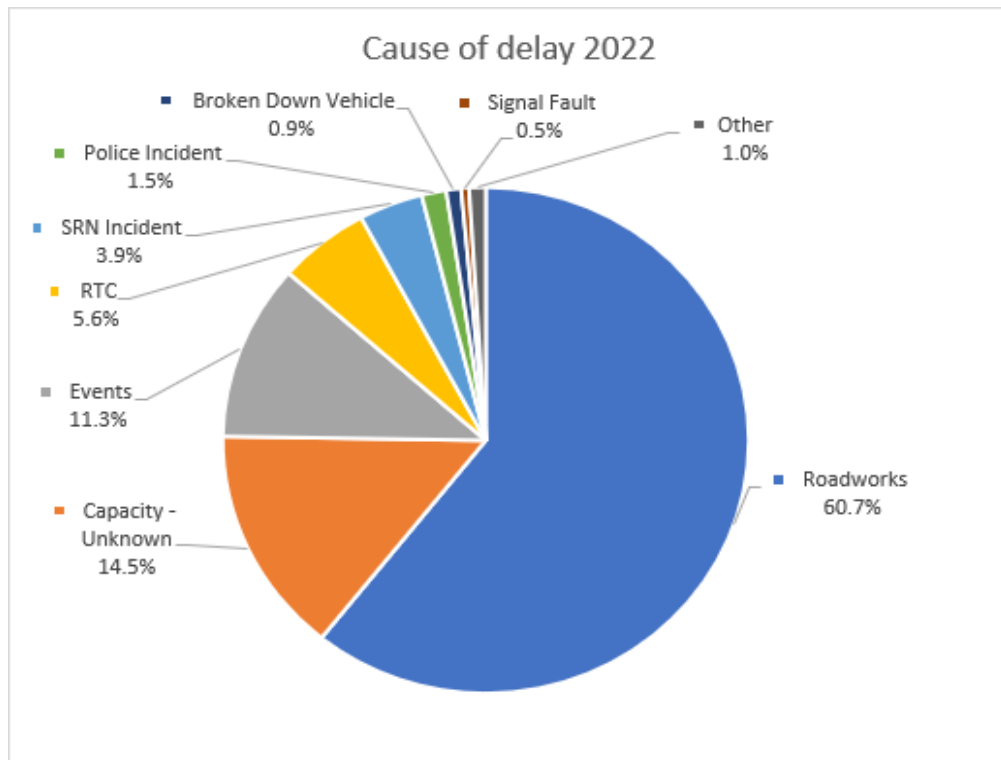
3.6. Attracting non-bus users to travel by bus and current bus users to use it more will therefore be one of the most effective ways to reduce congestion and improve conditions for all road users.

3.7. A reliable bus network, one where buses are given priority over general traffic and can avoid congestion will be more attractive to current passengers and will be more



likely to attract new customers including people switching from travel by car. As Greater Manchester enters a new era of franchised bus services it is essential that we focus on issues that make bus journeys unreliable or that slow buses down and continue to develop and implement measures to address them.

- 3.8. At present, GM road traffic volumes have returned to pre-pandemic levels with 35 million trips on the road network each week.
- 3.9. The cost of road congestion to GM was estimated in the GM Transport Strategy 2040 as being £1.3bn per year at 2015 values, which equates in today's prices to £1.6bn.
- 3.10. Road congestion might be seen as a by-product of a successful and thriving place with more traffic competing for space on the busiest routes causing delays to people's journeys. It is accepted that a degree of traffic congestion is inevitable in busy and growing towns and cities and most people plan for the extra time it might take to make road journeys during peak periods when lots of people are travelling at the same time.
- 3.11. People tend to be more sensitive to journey time reliability, those occasions when the degree of congestion and associated delay is less predictable or more extreme, often because of road works, breakdowns, major events, serious incidents, or severe weather. Such variability can cause real frustration and inconvenience to people. It also has implications for reliability of bus services, which either run late, or have additional time and operating resource built into timetables to account for variability.
- 3.12. Traffic congestion results in more noise and air pollution. Road transport accounts for 65% of nitrogen dioxide emissions, which have been linked to cancer, asthma, heart disease and dementia and so tackling poor air quality is a key priority in Greater Manchester.
- 3.13. During 2022 on the GM monitored highway corridors, roadworks were the major contributor to unexpected delays (delay above those typical for that section of the network at that time of day and day of week) (60.7%), followed by capacity (14.5%), events such as football matches and concerts (11.3%) and road traffic collisions (5.6%).



3.14. If we are to achieve the Bee Network transformation and the vision set out in the Streets for All Strategy that ensures buses, operate reliably we will need to gain a better understanding of traffic congestion issues, focusing on those corridors and locations where it particularly impacts bus operations.

3.15. This approach is informing several ongoing activities through, for example, the Quality Bus Transit programme and Bus Pinch Point schemes, that will be delivered through City Region Sustainable Transport Settlement (CRSTS) funding. It is likely that further bus priority measures, including further reallocation of road space, will be required beyond these planned schemes to mitigate the impact of general traffic congestion on buses, with a view to reducing journey times and operating costs, and increasing reliability and patronage.

#### **4. Improvements to Greater Manchester Road Activity Permit Scheme (GMRAPS)**

4.1. Permit schemes provide a way to reduce the disruption caused by roadworks through introducing increased levels of control over activities, providing a lever to influence how works are carried out, and demonstrates whether there is parity amongst all works promoters either local authority or statutory undertakers.

4.2. A number of interventions have been identified through improvements to GMRAPS processes to ensure that a consistent approach is adhered to by each Local Highway Authority (LHA) throughout the region.

**All highway works to be recorded on GMRAPS with realistic and accurate information.**

- 4.3. The lack of publicly available information relating to events on the highway and where highway capacity is compromised causes issues for road users being able to plan journeys and identify where and when delays may be expected. With the advent of real time journey planning via sat-navs / Apps, the need for up-to-date accurate information is more relevant than ever.
- 4.4. Additionally, the lack of this information or inaccurate information leads to unexpected works being present on the highway further leading to delays, congestion, and road user frustration.
- 4.5. GM Local Highway Authorities (GMLHA) need to ensure all permits are submitted onto GMRAPS for both utility and highway improvement activities. This is not the case across the region and some authorities are still not permitting elements of their own activities almost 10 years following the introduction of this statutory requirement.
- 4.6. In addition to roadworks permits highway authorities need to identify locations and durations where the carriageway is compromised. This will include skip, scaffolding and hoarding licences and locations where developers temporarily take highway capacity to accommodate their developments.

**Bus Operator Roadworks Viewer**

- 4.7. This tool complements roadworks information provided on the GMRAPS public website. To assist bus operators in managing the impact of roadworks, TfGM have developed an automated bus operator roadworks notification tool. This tool provides individual bus operators with registered works affecting their services that is automatically generated daily. To assist operators there is development of an interactive web-based system to allow a more user friendly and visual experience exclusively for bus operators to allow an enhanced forward view of up and coming works by bus service.

**Consistent district permitting - including independent advice of permits on the Key Route Network (KRN) By TfGM**

- 4.8. This proposal provides for a consistent approach to permitting for the GMLHAs and a focus on the enhanced review of permits, suggestions to reduce the impact of works and greater challenge back to both utility companies and LHAs. This is key

to support an improved GMRAPS operation and enhance the opportunity to introduce a Lane Rental scheme in the future. This proposal will require the renewal and adoption of common standards and practice throughout the region.

- 4.9. Independent review of all permit applications for the KRN will also be carried out. The key focus will be to ensure that LHAs are applying all appropriate checks in a consistent way across the KRN, and reasonable challenge is being applied to reduce work durations whenever possible as well as making suggestions to reduce the impact of works e.g. use of more adaptive temporary traffic signal technology. In addition, it is believed that this approach would enable the management of the more complex cross boundary activity and the impacts of highway activities on a route basis, therefore benefiting the wider highway network.

## **5. Other Short Term Improvements**

- 5.1. TfGM is currently working with the 10 GMLHAs to develop a best practice Roadworks Charter, aimed at utilising best practice and better coordination of works, with the overall aim of reducing highway delays and inconvenience. Development is on-going but is expected to be completed by the end of the year. Key to the Charter is ensuring that statutory undertakers are key signatories in addition to GMLHAs and TfGM.
- 5.2. Monthly roadwork meetings with Bus Franchising Tranche 1 GMLHA have commenced. The meetings are also attended by the relevant bus operator partners. The aim is to discuss and coordinate up and coming works, with the overall aim of reducing disruption on the highway network and undertaking lessons learnt exercises, to inform reducing impacts of future similar works. These roadwork meetings will be rolled out across all LHA's and become an intrinsic way of how GM helps to better manage its highways.
- 5.3. Real time late running traffic signal priority has been implemented at circa. 120 traffic signal junctions across Greater Manchester. The system operates by a bus utilising onboard technology to communicate with Split, cycle and offset optimisation technique (SCOOT) controlled traffic signals, which allows late running buses to be given priority in real-time. Rollout of the technology is continuing in order of Bus Franchising Tranche rollout.
- 5.4. A number of GMLHA's will soon be able to introduce measures to enforce moving traffic restrictions, such as banned turns and yellow box junctions. Enforcement has historically been the responsibility of Greater Manchester Police. These

additional powers have the potential to reduce network congestion and improve highway safety. Targeted enforcement of certain types of restrictions may also help bring about improved journey times for public transport and emergency service vehicles and increase safety for cyclists, pedestrians, and other vulnerable road users.

## **6. Develop a Red Route Network on key corridors into the Regional Centre.**

- 6.1. Where urban roads are heavily congested and there is a need to control parking or loading to maintain the free flow of vehicles, it is normally sufficient to prohibit waiting and loading at specific times of day using traditional traffic regulation orders such as yellow lines. However, the use of traditional yellow lines and loading restrictions does not prevent vehicles stopping for the purpose of picking up and setting down passengers or loading on waiting restrictions (yellow lines), these actions can contribute to traffic congestion on busy roads.
- 6.2. An alternative way of controlling waiting and loading is through a red route. First introduced in London, red routes can now be introduced throughout England. A red route does not need to operate for the full day, provision can be made for parking and loading at certain times or in designated locations. Red routes are intended to be used strategically to deal with traffic problems assessed on a whole route basis, not to deal with issues on relatively short lengths of road.
- 6.3. Drivers should not be permitted to stop for any purpose other than in an emergency or in designated locations. Red routes will typically operate for 24 hours or, if overnight parking can be permitted, throughout the day, typically 7 am to 7 pm. Provision will need to be made for loading where this is essential for businesses along the route and cannot be accommodated either off highway or on adjacent roads. A red route can therefore include loading bays which operate either for the full duration of the control period or for some shorter period.
- 6.4. A Red Route Clearway is similar to the 24hour rural clearway except that it applies also to the verge and footway, not just to the main carriageway. No vehicle is permitted to stop at any time for any purpose, except in signed laybys / designated locations or elsewhere in an emergency.

- 6.5. Clearly benefits of red routes vary from scheme to scheme but they typically include;
- Journey time reduction for all traffic;
  - Improved and simplified traffic movement;
  - Environmental benefits, including reduce traffic waiting at signals, noise, and smoother consumption of fuel;
  - Potentially more pleasant environments for pedestrians and cyclists, both alongside and in crossing;
  - Safety improvements, primarily around parking, turning and reduction of opportunities for illegal parking.
- 6.6. As stated, specific quantified benefits are likely to vary but the example of the West Midlands red routes shows that emerging benefits have been;
- Reduced journey times of over 8%
  - Reliability improvements of up to 40%
  - Bus journey time reductions of up to 21%
  - Parking in contravention reduced by 60%
  - Collision reduction of around 8%
- 6.7. Clearly the development of red routes will be of great benefit in the region. The busiest corridors in GM will be assessed to see if the introduction of a red route would deliver some of the benefits highlighted above. Once the corridors have been identified TfGM will work with individual LHA's to ensure the most appropriate intervention is proposed for any particular route and to identify potential sources of funding. The red route network will focus on the busiest routes where lack of controlled parking is causing congestion for other road users on a strategic whole corridor basis.

## **7. Develop a proposal for the introduction of Lane Rental in GM**

- 7.1. A lane rental scheme is a legislative scheme and a further extension to the existing permit scheme, GMRAPS. It allows LHA's to charge organisations undertaking roadworks for the time their works occupy specified streets at traffic sensitive times.

- 7.2. The expected benefits from a lane rental scheme are primarily derived from the financial incentive that results in behavioural changes by organisations undertaking works. For instance, it is expected that the length of time a work site on the highway is unoccupied would be reduced or more resources are used to speed up activities, in that organisations would want to reduce the level of the charge applied. As a result, organisations are more likely to complete works to the correct standard first time to avoid a return visit, and/or and undertake work outside of peak periods or overnight.
- 7.3. A recent monitoring report<sup>2</sup> on current lane rental schemes demonstrates several clear benefits compared with the start of the scheme:
- 98% of highway authority and 83% of utility works avoided a charge, and therefore were undertaken outside of traffic-sensitive times;
  - the average number of collaborative works sites, where more than one organisation utilises the site at the same time, have increased by 65% since the scheme was introduced;
  - there has been a 27% increase in planned utility works that take place overnight; and,
  - customer satisfaction related to roadworks have experienced significant improvements, including reports of unoccupied sites.
- 7.4. A successful lane rental scheme should result in all relevant works being undertaken outside of traffic sensitive times, and therefore no charges applied. However, in practice it is not always possible to undertake works outside of traffic sensitive times.
- 7.5. A Lane Rental Scheme may therefore generate a surplus once running costs have been deducted from income received, but a lane rental scheme should not be viewed as an additional source of revenue for GMLHA. The regulations make clear that the charging Authority must apply the net proceeds for purposes intended to reduce the disruption and other adverse effects caused by roadworks. The DfT's Guidance provides further examples on the areas that could apply for this application of such surplus, this includes:

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<sup>2</sup> [Lane Rental Monitoring Report April 2020 to March 2021 \(tfl.gov.uk\)](#)

- Investment in innovation and developing new products or disruption saving techniques;
- Installing “pipe subways” or ducting that enables apparatus to be accessed more easily and without causing disruption to traffic;
- Measures to improve the quality or accessibility of records about the location of underground pipes, wires, and other apparatus;
- Measures to help abate noise, pollution or safety hazards arising because of works;
- Repairing potholes caused by utility street works; and
- Implementing extraordinary measures to mitigate congestion caused by works, especially major works projects.

7.6. TfGM, working with the GMLHA’s will assess the KRN, and other significant roads within the GM region to develop proposals for a GM Lane Rental scheme. The introduction of a GM scheme will have significant benefits to journey time reliability and highway availability for all modes. To progress a GM scheme the following next steps will need to be followed:

- Obtain approval to proceed;
- Agree the proposal of a joint application with DfT;
- Form a lane rental working group and agree affected highways;
- Undertake formal consultation with various stakeholders;
- Submit an application to introduce a scheme to the Secretary of State;
- Develop governance arrangements for lane rental surplus; and,
- Bring a lane rental scheme into legal effect following a trial period.

7.7 The process to introduce a successful lane rental scheme in GM is expected to take approximately two years to complete.





## Bee Network Committee

Date: Thursday 28 September 2023  
 Subject: Tackling Fare Evasion  
 Report of: Danny Vaughan, Head of Metrolink, TfGM

### Purpose of Report

To brief and seek endorsement from members on the strategy and ongoing plans to tackle Metrolink fare evasion.

### Recommendations:

The Committee are requested to:

- Note, comment on, and support the strategy and ongoing plans to tackle fare evasion on Metrolink.

### Contact Officers

Danny Vaughan, Head of Metrolink, TfGM [daniel.vaughan@tfgm.com](mailto:daniel.vaughan@tfgm.com)  
 Fran Wilkinson, Customer & Growth Director, TfGM [fran.wilkinson@tfgm.com](mailto:fran.wilkinson@tfgm.com)  
 David French, Strategic Commercial Advisor, TfGM [david.french@tfgm.com](mailto:david.french@tfgm.com)

## **Equalities Impact, Carbon and Sustainability Assessment:**

N/A

## **Risk Management**

N/A

## **Legal Considerations**

The legal basis for the charging of standard fares is set out within the Metrolink Conditions of Carriage. The power to prosecute for fare evasion is contained within the Metrolink Byelaws.

## **Financial Consequences – Revenue**

A focus on reducing fare evasion should result in additional farebox revenue for Metrolink.

## **Financial Consequences – Capital**

The operational plan to reduce fare evasion on Metrolink will incur costs, however, it is anticipated that the resultant additional farebox revenue will deliver a positive return on investment over the course of the next 12-months.

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

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

N/A

## **Background Papers**

0

## **Tracking/ Process**

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

No

## **Exemption from call in**

N/A

## **Overview and Scrutiny Committee**

N/A

## **1. Background**

- 1.1 Metrolink is an “open” network in terms of fares and ticketing. In other words, there are no gates or physical barriers to entry on the network. Unlike the national rail network, Metrolink stops are unstaffed, largely outdoors and integrated on street. Metrolink has 99 tram stops over its 102 km network.
- 1.2 Passengers are required to pre-pay, via either a pre-purchased smart card product online, on the “Bee Network” app, or a paper ticket at a Ticket Vending Machine (TVM). Following the introduction of a zonal fares system, since 2019, passengers can avail of contactless touch-on/ touch-off using a bank card or smart device. There is no ticket validation on board, nor are there conductors on board trams. Teams of Customer Service Representatives (CSRs) travel across the network carrying out revenue protection activities.
- 1.3 This type of open network is common across Europe and is similar to light rail networks in Nottingham, Croydon and Dublin.
- 1.4 The main advantage of this type of open “turn up and go” network is accessibility, with few physical barriers to entry. It is also relatively low cost in terms of staff, the cost of sales, maintenance costs and capital expenditure in terms of buildings and systems that would need to be installed on fully gated networks.
- 1.5 The main disadvantage to this type of network is a higher exposure to fraud and revenue “leakage” in the form of fare evasion (ticketless or fraudulent travel). Since 1992 Metrolink has managed its cost base and ticket revenues, with an element of fare evasion, such that the network generated an operating surplus for reinvestment and expansion of the network.
- 1.6 However, fare evasion has risen since the Covid pandemic, for several reasons, including fewer season ticket sales. With ongoing funding challenges it is critical that TfGM, working with the Metrolink Operator, does everything it can to minimise fare evasion, so that high quality services can be sustained and fares kept affordable for the vast majority of fare paying passengers.

## **2. The Revenue Protection Challenge**

- 2.1 Fare evasion is not unique to Greater Manchester. Transport authorities across the world are facing extremely challenging financial circumstances in the post-Covid era,

and increased fare evasion has exacerbated the issue. External research indicates fare evasion on public transport can be as high as 25%. In 2019, the BBC reported that *'fare dodging costs London £100m a year'*.

- 2.2 The Metrolink network is no exception to this problem, and whilst patronage continues to recover strongly, further interventions are needed to close the gap between revenue received and the cost of running and maintaining the network.
- 2.3 To address this challenge officers have carried out research to inform a strategy, working with the Metrolink Operator, Keolis Amey Metrolink (KAM), and learning from operators from the UK and around world. Implementation of the strategy has already commenced, however a step change in revenue protection activity will take place in October 2023.
- 2.4 This renewed focus on revenue protection is expected to generate additional revenues, net of costs, of between £1 million to £2 million.

### **3. Strategy to Reduce Fare Evasion on Metrolink**

- 3.1 A strategy has been developed, influenced by external research and successful application of recommendations, particularly the work of Graham Currie, Professor of Public Transport at Monash University in Australia. In Melbourne, by proactively tackling the issue on trams, fare evasion went down from c.20% to 6% of trips, resulting in AUD\$45 million of additional revenue in the first 12 months. This success was also replicated elsewhere, including for example, in New South Wales.
- 3.2 Some key elements of the strategy include:

- **Focus on Commuters:** External research across multiple international cities indicated that as much as 2/3rd of all revenue lost to fare evasion was due to a relatively small number of frequent travellers.

For example, in Melbourne, 'recidivists' (repeat offenders) represented just 8% of public transport users but accounted for 68% of all revenue lost.

Most notably, repeat offenders tended to be commuters, i.e., employees, who could be well educated, and relatively affluent.

Commuters are, therefore, the primary focus of TfGM's revenue protection activity.

- **Increased Ticket Checks:** There is a clear correlation between fare evasion and the level of contact between 'inspectors' and customers.

Therefore, conspicuous ticket checking and enforcement of 'penalty fares' is being increased across the network, and accordingly, additional staff have been recruited. Plain clothes operations will also continue.

- **Increased Penalty Fares:** The maximum Penalty Fare will be increased from £100 to £120 to help deter fare evasion.
- **PR & Marketing Support:** The increase in ticket checks and penalty fares will be actively communicated to alert customers and deter deliberate fare evaders. We will also publish the number of ticket inspections carried out and the number of penalty fares issued, as well as the number of people taken to Court for failure to pay penalties. Where possible, and dependent on the timing of legal proceedings, and subject to data protection considerations, we will consider publishing the details of those we take to Court for persistent fare evasion and/or failure to pay penalties.
- **'Ways to Pay':** Messaging will also be prominent to help reduce accidental fare evasion (e.g., forgetting to tap on before boarding a tram). PR and Marketing campaigns will be sustained over a much longer period than has been previously done. An important message being that Bee Network fares have been kept low, with no Metrolink fare changes since 2020 despite costs rising with inflation, and passengers must pay for their journeys.

## 4. Current Operations and Upcoming Changes

- 4.1 Many factors impact the rate of fare evasion on Metrolink, from the demographics of the areas it operates in, to the ease of access to tickets and the presence of staff on the network. Protecting Metrolink revenues is a joint responsibility of TfGM and the Metrolink Operator, KAM.
- 4.2 TfGM is accountable for the design of the network, the fares and fare structure, the ticketing infrastructure (TVMs and platform validators), customer information and marketing campaigns.
- 4.3 KAM is accountable for the operation of the Metrolink network, including the reporting of faulty equipment, the deployment of revenue protection, customer service and security staff, monitoring of CCTV, and the issuing and recovery of standard fares (fines).

- 4.4 KAM's contract with TfGM sets out minimum standards in terms of staffing levels and deployment, and incentivises revenue protection by allocating revenue collected through issuing standard fares to KAM.
- 4.5 The minimum staffing levels are defined with the intention of ensuring a good spread of staff across the network by line and by time of day. Staff involved in front line operations have a mix of responsibilities including customer service, revenue protection, stewarding at special events and security management. KAM has a large single team of dedicated Customer Service Representatives (over 100 CSRs) plus an outsourced team of Travel Safe Officers (up to 50 TSOs) covering all of the above activities.
- 4.6 In 2022, CSRs checked between 250,000 and 300,000 tickets every 4 weeks, depending on special events across the transport network. This activity generated an average of 45,000 fines over a 12 month period.
- 4.7 KAM also puts a great deal of effort in taking persistent non-payers to court each month. In 2022, 4,500 people were prosecuted for non-payment of standard fares, receiving fines of up to £450.
- 4.8 KAM's CSRs and TSOs are also heavily involved in the activities of the TravelSafe Partnership. This is coordinated by TfGM with the backing of GMP with a view to tackling the problems of anti-social behaviour on public transport (including on Metrolink). The joint special operations with GMP and KAM's teams are hugely effective in tackling fare evasion as well as anti-social behaviour.
- 4.9 As part of the TravelSafe Partnership KAM's CSRs conduct educational sessions with school children across Greater Manchester. Each year approximately 50,000 primary school children are taught about the negative effects of crime, anti-social behaviour and fare evasion on the transport network.
- 4.10 Over the past weeks and months, TfGM and KAM have developed a robust operational plan to deliver against the strategy. This involves:
- **Greater CSR coverage:** 40 additional CSRs have been recruited and trained to focus on the city centre at busy times, with 10 more allocated to "checking on" (or virtual gate line) operations at the busiest stops. This brings the total CSR workforce to 150 members of staff.
  - **Plain clothes operations:** Carrying out plain clothes operations, in tandem with other deployment tactics and working with the TravelSafe Partnership.

- **Changes to deployments:** Using smaller roving teams in addition to current tactics to achieve enhanced network coverage.
- **Changes to tactics:** Engaging with customers to encouraging purchase at busier departure stops in addition to focus on issuing fines.
- **Changing signage and customer information:** To better inform passengers of the simple ways to pay as well as consequences of fare evading.
- **Security teams issuing fines:** A trial to enable the outsourced security teams to issue fines, subject to agreement with staff.
- **Special events:** Changes to queuing and stewarding of special events crowds to ensure advance ticket purchase.

4.11 Some measures have already started, others are to be phased in over the next few months, with a step change in network coverage of staff in October 2023.

4.12 These changes will be measured, and activity optimised to achieve revenue targets. Progress will be reported to future meetings of the Bee Network Committee.

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## Bee Network Committee

Date: Thursday 28<sup>th</sup> September

Subject: Transport Capital Programme

Report of: Chris Barnes, Infrastructure Pipeline Programme Director, TfGM

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### Purpose of Report

This report asks members to note the current position on the Greater Manchester Transport Capital Programme and consider a number of City Region Sustainable Transport Settlement (CRSTS) and Active Travel funding draw-down requests in order to support the continued development and delivery of the programme.

### Recommendations:

The Committee is requested to:

1. Note the current position on the capital programme and recent progress; and
2. Approve the draw-down of CRSTS funding as follows:
  - Ashton – Stockport QBT. £0.57m to develop the scheme to Outline Business Case;
  - Golborne Station. A further £2.0m to develop the Outline Design, including further management of key risks and issues;
  - Salford: Peel Green Active Travel Scheme (Cos Cos). £0.65m to develop the scheme to Full Business Case;
  - Oldham: Beal Valley & Broadbent Moss - Greenway Corridor. £0.86m to develop the scheme to Full Business Case; and
  - Integrated Ticketing and Information Measures (Customer Contact Centre). £1.56m to develop and deliver Bee Network Customer Contact Centre improvements.

3. Approve the draw-down of Active Travel funding as follows:

- £0.38m of additional Mayor's Challenge Fund development funding for Trafford MBC to progress their prioritised programme to delivery; and
- Agree formal development cost budget variations for Trafford MBC, as set out in section 2.9 of the report.

## Contact Officers

Chris Barnes      Infrastructure Pipeline Programme  
Director, TfGM

[Chris.Barnes@tfgm.com](mailto:Chris.Barnes@tfgm.com)

## Equalities Impact, Carbon and Sustainability Assessment:

### Recommendation - Key points for decision-makers

The GMCA is requested to approve the funding draw down requests.

### Impacts Questionnaire

Impact Indicator	Result	Justification/Mitigation
Equality and Inclusion	G	
Health	G	
Resilience and Adaptation	G	
Housing		
Economy	G	
Mobility and Connectivity	G	
Carbon, Nature and Environment	G	
Consumption and Production		
Contribution to achieving the GM Carbon Neutral 2038 target		
<b>Further Assessment(s):</b>	Equalities Impact Assessment and Carbon Assessment	
<b>G</b> Positive impacts overall, whether long or short term.	<b>A</b> Mix of positive and negative impacts. Trade-offs to consider.	<b>R</b> Mostly negative, with at least one positive aspect. Trade-offs to consider.
		<b>RR</b> Negative impacts overall.

## Climate Change Impact and Mitigation Measures:

### Carbon Assessment

Overall Score	Result	Justification/Mitigation
<b>Buildings</b>		
New Build residential	N/A	
Residential building(s) renovation/maintenance	N/A	
New build non-residential (including public) buildings	N/A	
<b>Transport</b>		
Active travel and public transport		
Roads, Parking and Vehicle Access		
Access to amenities		
Vehicle procurement	N/A	
<b>Land Use</b>		
Land use	N/A	
No associated carbon impacts expected.	High standard in terms of practice and awareness on carbon.	Mostly best practice with a good level of awareness on carbon.
		Partially meets best practice/ awareness, significant room to improve.
		Not best practice and/ or insufficient awareness of carbon impacts.

The Bee Network is a critical enabler of Greater Manchester's Net Zero ambitions; a truly integrated transport network across active travel and public transport will provide excellent public transport and active travel choices for all, promoting sustainable travel behavioural change through integrated spatial, digital and transport planning; and supporting the electrification of vehicles and public transport fleets.

## **Risk Management**

The recommendations of this report will directly support Bee Network scheme delivery and enable prioritised infrastructure expenditure. This will directly assist in mitigating the programme risk of not fully expending the available budget. A programme risk register is maintained and updated regularly by TfGM.

## **Legal Considerations**

Legal Delivery Agreements and legal side-letters will be produced and implemented for full scheme and development costs approvals as appropriate in accordance with the authority previously granted by GMCA.

## **Financial Consequences – Revenue**

No specific financial (revenue) consequences.

## **Financial Consequences – Capital**

Referenced throughout the report.

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

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

N/A

## **Background Papers**

- 24 June 2022 – City Region Sustainable Transport Settlement – Final Scheme list
- 30 September 2022 – GMCA CRSTS Governance and Assurance
- 28 October 2022 – GMCA 2022/23 Capital Update – Quarter 2
- 10 February 2023 – GMCA Capital Programme 2022/23 – 2025/26
- 26 May 2023 – GMCA Transport Capital Programme (re-baselined Scheme List)
- 30 June 2023 – GMCA CRSTS Assurance (Outline and Full Business Case stages)

## **Tracking/ Process**

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

Yes

## **Exemption from call in**

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

No

## **Overview and Scrutiny Committee**

N/A

## **1. Introduction/Background**

- 1.1. The transport infrastructure pipeline is a key enabler to achieving the Bee Network – Greater Manchester’s vision for an integrated ‘London-style’ transport system.
- 1.2. In May 2023, GMCA approved the proposed strategy to address budgetary pressures on the capital infrastructure programme, including the updated CRSTS Scheme List, which forms the basis of GM’s response to Government’s national re-baselining process that is expected to conclude in the autumn.
- 1.3. Work to develop and deliver the schemes within the Capital Programme continues at pace. 45 out of 60 CRSTS Strategic Outline Business Cases (SOBCs) have been approved and £276.1m out of £1.07bn CRSTS funding has been released to date.
- 1.4. In parallel with the scheme development and delivery activity that is currently taking place, ongoing work/ engagement with DfT is taking place in relation to the GM response to DfT’s national CRSTS re-baselining exercise. This response is due for submission by the end of September 2023 (subject to DfT re-confirming the national re-baselining guidelines) and an update on this and the associated position of the CRSTS programme will be brought to the October meeting of the BNC.
- 1.5. This report sets out requests for the approval of CRSTS and Active Travel funding to enable individual scheme activity to continue to their respective next stages of development.

## **2. Funding Draw Down Requests**

### **City Region Sustainable Transport Settlement (CRSTS)**

- 2.1. The requests set out in this report to approve the draw-down of CRSTS funding to facilitate the progression of development and delivery activities for schemes within the approved Scheme List are brought in-line with the governance and assurance arrangements approved at the 30 September 2022 and 30 June 2023 meetings of the Combined Authority.
- 2.2. Individual CRSTS schemes are progressing through the assurance framework with £276.1m of funding now having been approved by GMCA across the CRSTS Pipeline, not including the funding draw down requests set out in this report.

- 2.3. In line with the local assurance framework, following a review of the scheme business case (SOBC, OBC or FBC as appropriate) undertaken by an independent officer review panel, the schemes below have been deemed to have demonstrated the appropriate strategic case, value for money and deliverability. Further detail about each of these schemes and the associated funding draw down requests is included at Appendix 1.
- 2.4. As such, BNC is requested to approve the drawdown of £5.64 million CRSTS funding as follows:

<b>Scheme</b>	<b>CRSTS funding allocation – from the approved Scheme List (£m)</b>	<b>Funding draw-down request (£m)</b>	<b>Previously approved funding draw-down (£m)</b>
Ashton – Stockport QBT	20.0 (Future QBT corridors)	0.57	0.09
Golborne Station	18.00	2.00	1.97
Salford: Peel Green Active Travel Scheme Streets for All (formerly, CoSCoS)	4.00	0.65	-
Oldham: Beal Valley & Broadbent Moss - Greenway Corridor	5.70	0.86	-
Integrated Ticketing and Customer Information Measures (Customer Contact Centre)	27.00 (Integrated Ticketing and Information Measures)	1.56	7.38
<b>Total</b>		<b>5.64</b>	

## Active Travel

- 2.5. Under the agreed Active Travel Capital Programme governance, once a scheme has secured Programme Entry, scheme promoters can submit a development cost budget request. Once agreed, this provides the confidence that all reasonable development costs through to the next approval stage (either Outline or Full Business Case) will be funded.
- 2.6. The funding for these development costs is available to support Local Authorities and TfGM to secure the necessary support and resources to carry out the work involved in scheme delivery from business case development, design, consultation, community engagement through to procurement and delivery.
- 2.7. Following a recent review of their Active Travel programme, Trafford MBC have identified four priority schemes for delivery, from an original Mayor's Challenge Fund (MCF) programme of seven. The four priority schemes are: Talbot Road (which already has full business case approval); Seymour Grove (Phase 1); Urmston Active Neighbourhood (Phase 1); and the A56 (Phase 2) scheme – the A56 Phase 1 scheme was delivered through Trafford's Active Travel Fund 2 (ATF2) programme.
- 2.8. The remaining three Trafford MBC schemes have been subject to development activity; however they are not currently proposed for delivery due to reasons of affordability. All three of these schemes have development budgets that were previously approved by the GMCA, although will not now be fully committed due to the schemes having effectively been paused at the present time. It is therefore requested that the development budgets be formally adjusted, with additional allocations for each of the priority schemes for delivery.
- 2.9. The requested changes, set out in the tables below, result in a residual ask for additional development cost funding of £0.38m, which is requested for approval from Trafford MBC's indicative MCF programme allocation of £20m. This includes the reallocation of £0.98m of previously approved development funding – as shown in Table 1 overleaf.



Table 1 – Trafford MBC Development Cost Underspend

<b>Scheme Name</b>	<b>GMCA Approved Budget (£m)</b>	<b>Forecast Out-turn (£m)</b>	<b>Remaining Balance (£m)</b>
Wharfside Way	0.48	0.38	0.09
Sale Water Park	0.64	0.19	0.46
North Altrincham (Phase 1)	0.54	0.11	0.44
<b>Total</b>	<b>1.66</b>	<b>0.68</b>	<b>0.98</b>

Table 2 – Trafford MBC Proposed Development Cost Budget Increases

<b>Scheme Name</b>	<b>GMCA Approved Budget (£m)</b>	<b>Forecast Out-turn (£m)</b>	<b>Additional Development Budget Required (£m)</b>
Seymour Grove (Phase 1)	0.26	0.48	0.22
Urmston Active Neighbourhood (Phase 1)	0.54	1.30	0.77
<b>A56 (Phase 2)</b>	<b>0 (Phase 1 ATF2 funded)</b>	<b>0.38</b>	<b>0.38</b>
<b>Total</b>	<b>0.80</b>	<b>2.16</b>	<b>1.36</b>

2.10. As can be seen from the tables above, there is a net additional Active Travel funding ask for Trafford MBC of £0.38m. Trafford MBC's prioritised MCF delivery programme has a current forecast out-turn cost of £14.4m, which is affordable within its original £20m indicative budget.

## Appendix 1

### Ashton – Stockport QBT

- 1.1. Quality Bus Transit (QBT) forms a key priority of the Bus Infrastructure Programme funded through CRSTS and will actively contribute to the delivery of GM's overall ambition for Bus as set out in Greater Manchester's Bus Service Improvement Plan and the Greater Manchester Bus Strategy.
- 1.2. The Ashton – Stockport QBT scheme is being developed in partnership with Tameside and Stockport Councils, who will be delivery partners with responsibility to develop the scheme designs across their specific sections of the corridor in line with the strategic objectives of the scheme. TfGM will fulfil the role of scheme promoter, with overall accountability and responsibility for the development and coordination of the scheme and the associated business case.
- 1.3. To date, £0.09m of CRSTS funding has been released to commence work to progress an Outline Business Case (OBC) for this scheme, including undertaking an exercise to prioritise interventions for delivery. This exercise has now been completed and the Committee is requested to approve the drawdown of £0.57m additional funding to enable the completion of the OBC for this scheme, noting that further updates will be brought to BNC in due course.

### Golborne Station

- 2.1. On 29 January 2021 GMCA approved the prioritisation of schemes for the remaining TCF2 funding which included the development and delivery of a new railway station at Golborne. TCF2 was subsumed into the CRSTS programme in April 2022 resulting in an overall budget allocation of £18.99 million.
- 2.2. In line with the assurance processes developed for the CRSTS programme, a review of the business case against the Gateway 0 review criteria was undertaken and CRSTS Programme Entry was achieved in April 2023.
- 2.3. The scheme has achieved preferred option selection as well as gaining the necessary "in principle" rail industry support for the proposed station; however three critical issues identified during the Gateway 0 review remain outstanding. These issues include budgetary pressures; uncertainty over the proposed service provision; and HS2 interface uncertainties as detailed further below.

2.4. Ordinarily, these risks would be closed at this stage and as a result the finalisation of the OBC has been deferred until these risks can be resolved. TfGM continues to work closely with all stakeholders and significant work is being undertaken to resolve these issues, with the expectation being that sufficient progress to enable the finalisation of the OBC will have been achieved by early 2024.

- Service provision – The scheme is predicated on an all-day service; however, the current timetabled service pattern allows for a peak only service. The extension of the peak only service to an all-day hourly call is one of the options being explored by the Manchester Task Force (MTF) for Configuration State 2 (Dec 24). MTF is looking at a number of options, which are being assessed for economic benefit, cost and performance impacts. Current outputs from this work show a favourable case for the all-day service (via Golborne) and a preferred option recommendation is anticipated in November 2023.
- Budgetary pressures – The scheme currently has a substantive prevailing budgetary pressure. The forthcoming Outline Design phase will enable further work to be undertaken with a view to securing both efficiencies and an enhanced level of cost certainty, whilst also allowing potential further funding opportunities to be explored with relevant stakeholders.
- HS2 – Due to the interface with both the West Coast Mainline and future HS2 plans, DfT has identified Golborne as a retained scheme. Ongoing discussions with DfT regarding the operational aspects of the station and associated services are currently taking place and a presentation in relation the scheme proposals is due to be made to DfT’s Rail Integration Board in October.

2.5. To date, £1.97m has been released and utilised for the ongoing development of the scheme. The Committee is requested to approve the funding draw-down of a further £2.0m of CRSTS funding to enable the ongoing development, to conclusion of the Outline Design, for this DfT retained scheme, including further management of the key risks and issues articulated above.

### **Salford: Peel Green Active Travel Scheme Streets for All**

3.1. The Peel Green Active Travel Scheme (formerly known as the Salford: CoSCoS (City of Salford Community Stadium) scheme) is set to introduce active travel/ place making measures onto a section of Liverpool Road, Peel Green. Cycle facilities will link to Port Salford Greenway which is an off road/quiet streets walking/cycling facility that links through to Worsley and beyond.

- 3.2. Salford City Council has developed the scheme to Strategic Outline Business Case (SOBC) and has identified a total scheme cost of £4.0m, which is proposed to be funded using the £4.0m allocation from the CRSTS.
- 3.3. The scheme will be managed by Salford City Council, with delivery through existing frameworks and will be planned to minimise the impact of construction works on the highway network. £0.65m is now requested to enable the scheme to progress to Full Business Case stage and a further update will be brought to BNC in due course.

### **Oldham: Beal Valley & Broadbent Moss - Greenway Corridor**

- 4.1. Beal Valley and the adjacent Broadbent Moss are two sites within the Places for Everyone plan which collectively will bring forward 1,930 new homes and 21,720sqm of employment floorspace. This CRSTS package aims to provide supporting infrastructure which will ensure high quality sustainable transport links are in place to enable new residents and employees to travel by active travel and public transport for everyday journeys. The CRSTS package includes upgrading the 'Big Lamp' roundabout to a CYCLOPS junction and incorporation of bus priority and a segregated cycle link alongside Crompton Way linking into Shaw Town Centre.
- 4.2. Oldham Council has developed the scheme to SOBC and has identified a total scheme cost of £5.7m, which is proposed to be funded using the £5.7m allocation from the CRSTS.
- 4.3. The scheme will be managed by Oldham Council, with delivery through their existing frameworks and will be planned to minimise the impact of construction works on the highway network. £0.86m is now requested to enable the scheme to progress to Full Business Case stage and a further update will be brought to BNC in due course.

### **Integrated Ticketing and Customer Information Measures (Customer Contact Centre)**

- 5.1. The CRSTS Scheme List approved by GMCA in July 2022 includes a funding allocation of £27.0m for the development and delivery of an Integrated Ticketing and Information Measures programme, a key component of the Bus Franchising proposals that underpin GM's Bee Network ambitions.
- 5.2. This programme will deliver a suite of integrated ticketing and customer information solutions, including contactless ticketing, customer contact improvements and the provision of more real-time information at interchanges and bus stops, making it easier for people to use public transport and plan their journeys. The proposals also support Greater Manchester's roll out of bus franchising and the delivery of the Bee Network.

- 5.3. TfGM is managing and delivering the programme and has developed the programme to SOBC.
- 5.4. To date, £7.38m CRSTS funding has been released to enable the ongoing development and delivery of the Integrated Ticketing and Customer Information programme, which includes Mobile, Online and PAYGO Contactless Ticketing; and the provision of passenger information displays at key network locations.
- 5.5. The Committee is now requested to approve the draw down of a further £1.56m of CRSTS funding to develop and deliver Bee Network Customer Contact Centre improvements. This funding will be used to modernise the Customer Contact Centre in order to deliver an exemplar customer contact experience. As part of this, the Contact Centre as A Service (Cloud) pilot will deliver multi-channel technology, streamlined processes, and staff effectiveness improvements to manage inbound and outbound customer interactions across voice and digital communications channels, including improved customer service experience via self-service and standardising/automated processes. Further updates will be brought to BNC in due course.

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## Bee Network Committee

Date: Thursday 28 September 2023  
Subject: Non-Franchised Bus Services  
Report of: Stephen Rhodes, Director of Bus, TfGM

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### Purpose of Report

To inform Members of the range of issues and actions relating to non-franchised bus services and seek approval for a number of proposed changes to subsidised services.

### Recommendations:

The Committee is requested to:

1. Note the range of issues and actions relating to non-franchised bus services as set out in the report.
2. Note and comment as appropriate on changes to the commercial network set out in Appendix 1;
3. Agree that no action is taken in respect of changes or de-registered commercial services where noted in Appendix 1; and
4. Approve the proposed changes to subsidised services set out in Appendix 1.

### Contact Officers

Stephen Rhodes                      Director of Bus, TfGM  
[Stephen.rhodes@tfgm.com](mailto:Stephen.rhodes@tfgm.com)

Nick Roberts                         Head of Non-Franchised and Transition  
[Nick.Roberts@tfgm.com](mailto:Nick.Roberts@tfgm.com)

# Equalities Impact, Carbon and Sustainability Assessment:

Impacts Questionnaire		
Impact Indicator	Result	Justification/Mitigation
Equality and Inclusion		
Health		
Resilience and Adaptation		
Housing		
Economy		
Mobility and Connectivity		
Carbon, Nature and Environment		
Consumption and Production		
Contribution to achieving the GM Carbon Neutral 2038 target		
<b>Further Assessment(s):</b>	Carbon Assessment	
<b>G</b> Positive impacts overall, whether long or short term.	<b>A</b> Mix of positive and negative impacts. Trade-offs to consider.	<b>R</b> Mostly negative, with at least one positive aspect. Trade-offs to consider.
		<b>RR</b> Negative impacts overall.

Carbon Assessment		
<b>Overall Score</b>		
Buildings	Result	Justification/Mitigation
New Build residential	N/A	
Residential building(s) renovation/maintenance	N/A	
New build non-residential (including public) buildings	N/A	
<b>Transport</b>		
Active travel and public transport		Due to reductions in bus services being reported
Roads, Parking and Vehicle Access	N/A	
Access to amenities	N/A	
Vehicle procurement	N/A	
<b>Land Use</b>		
Land use	N/A	
No associated carbon impacts expected.	High standard in terms of practice and awareness on carbon.	Mostly best practice with a good level of awareness on carbon.
		Partially meets best practice/ awareness, significant room to improve.
		Not best practice and/ or insufficient awareness of carbon impacts.



## **Risk Management**

Potential risks resulting from the ongoing management of non-franchised bus and other services are set out in section 2 of the report.

## **Legal Considerations**

Following the cessation of services by Little Gem and company administration, TfGM is taking steps to try to recover contractual losses including reprocurement costs and service cost increases.

## **Financial Consequences – Revenue**

See paragraph 2 and Part B report.

## **Financial Consequences – Capital**

N/A

## **Number of attachments to the report: 2**

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

N/A

## **Background Papers**

GMCA Report - Towards the Bee Network - Network Review, Market Renewal and Bus Service Improvement Plan, 24th June 2022.

Greater Manchester Transport Committee (GMTC) Report - Bus Network Review, 12 August 2022.

GMTC Report - Bus Network Stabilisation, 17 February 2023

Bee Network Committee Report – Greater Manchester Bus Strategy, 27 July 2023

## **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

## **1. Background**

- 1.1. The introduction of the franchised bus network in the Bolton and Wigan areas from 24 September 2023 means that bus services across Greater Manchester will from that date be “franchised” and “non-franchised”.
- 1.2. As outlined in the Terms of Reference, the Bee Network Committee is, amongst other things, responsible for monitoring the performance of Greater Manchester’s transport network, determining the operation of subsidised bus services in Greater Manchester and determining the operation of the GMCA’s accessible transport provision. It will therefore need to consider matters relating to the operation and performance of the “non-franchised” bus network, including both commercially registered and subsidised services, as well as demand responsive services until all services are franchised in January 2025.
- 1.3. The Committee is tasked to approve all proposed changes to the subsidised bus network and ensure that the cost of the subsidised general services is kept within the budgets approved by GMCA. This is achieved through: -
  - reviewing and amending existing services where appropriate, 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.
- 1.4. In general, withdrawals, reductions or amendments to services are currently only planned at the date of next renewal of the contract concerned and any proposed changes will be reported to this Committee.
- 1.5. The governance process that leads up to the reporting to the Bee Network Committee involves the scrutiny of all tendered services at TfGM’s Bus Tender Panel that consists of representatives from Legal, Procurement and Finance as well as TfGM’s Bus Team.
- 1.6. This report sets out the range of issues and actions relating to non-franchised bus services and seeks approval for the proposed changes to subsidised services listed in Appendix 1.

- 1.7. The table below provides the current financial position on the Subsidised Bus Services budget for the four months to 31st July 2023.

	Year to date - July 23				FY23/24
	Actual £000	Budget £000	Variance £000	%	Budget £000
<b>General Network Costs</b>					
General Bus Services	8,575	8,506	(69)	(0.8%)	22,517
Network Stabilisation	7,970	6,326	(1,644)		16,294
Local Link	584	594	10	1.7%	1,823
Shuttles	707	811	104	12.8%	2,449
<b>Sub-Total General Network</b>	<b>17,836</b>	<b>16,238</b>	<b>(1,598)</b>	<b>(9.8%)</b>	<b>43,084</b>
<b>Schools Services Costs</b>	<b>5,191</b>	<b>5,339</b>	<b>149</b>	<b>2.8%</b>	<b>12,630</b>
<b>Total – Subsidised Services costs</b>	<b>23,026</b>	<b>21,577</b>	<b>(1,449)</b>	<b>(6.7%)</b>	<b>55,714</b>
<b>General Network Income</b>					
General Bus Services	2,538	2,354	184	7.8%	6,012
Network Stabilisation	7,970	6,324	1,646		16,289
Local Link	33	28	4	14.8%	85
Shuttles	356	410	(53)	(13.0%)	1,238
<b>Sub-Total General Network</b>	<b>10,896</b>	<b>9,116</b>	<b>1,780</b>	<b>19.5%</b>	<b>23,625</b>
<b>Schools Services income</b>	<b>2,021</b>	<b>1,753</b>	<b>267</b>	<b>15.2%</b>	<b>4,520</b>
<b>Total – Subsidised Services income</b>	<b>12,917</b>	<b>10,869</b>	<b>2,048</b>	<b>18.8%</b>	<b>28,145</b>
<b>Net Cost - Subsidised Services</b>	<b>10,109</b>	<b>10,708</b>	<b>598</b>	<b>5.6%</b>	<b>27,569</b>

- 1.8. Whilst the net cost of subsidised services in the year to date is currently 5.6% below budget, the position will be monitored closely moving forwards and in particular to mitigate any risks resulting from inflationary pressures, cost increases and other risks in the period until the network is fully franchised in January 2025.

## 2. Non-Franchised Bus Services – Key Issues

### General Bus Services

- 2.1. General bus services are those that are not designed specifically to cater for home to school journeys.

### *Little Gem Closure*

- 2.2. Following the cessation of Little Gem in April 2023, short-term emergency contracts were put in place to maintain service continuity, where possible, for a 13-week period until 22 July 2023. The operator had been operating eight contracts for subsidised bus services in Trafford, South Manchester, and Tameside with around

15 buses, as well as eight TfGM home to school contracts. During this time, a formal tendering exercise was undertaken to determine the feasibility and affordability of replacing those services up to January 2025, to align with the start of Tranche 3 franchised operations, within which all of the affected services operate.

- 2.3. The wider range of issues within the bus market, including rapidly increasing costs and driver shortages, resulted in the need for the former Little Gem services to be re-planned as tender prices for “like for like” replacements were unaffordable and would not have represented good value for money. Due to the short timescales for the procurement and award of the replacement services it was agreed that authority for approval was delegated to the Chief Executive of TfGM and GMCA. As part of this process, it was also agreed that a briefing paper would be circulated to members of the former GM Transport Committee (GMTC). Details of these changes are shown in Appendix 1.

### ***Go North West***

- 2.4. Go North West made a number of changes to their commercial services from Sunday 3 September 2023. While some of these changes are designed to improve service reliability, there are also frequency reductions which the operator believes better balance resource against patronage.
- 2.5. The GM Bus Strategy sets out the following: "Subject to funding, [we will] seek to replace withdrawn services at current frequencies (except for minor variants where there is no negative impact on network coverage). Where reductions are being made to service frequencies, these should be retained at current levels wherever possible."
- 2.6. Application of these principles would have justified intervention to restore some of the frequency reductions proposed by Go North West, but, because of the potential financial impact and the difficulties of tendering additional “infill” journeys to increase frequency, there is no simple or affordable way in which another operator could be involved to maintain the uplifted timetable in a way that would benefit customers, no action has been taken with respect to these changes.

## ***Market Stability and Ongoing Network Stabilisation***

- 2.7. The two previous sections highlight some of the factors which in recent months have required TfGM to consider intervening to stabilise the bus network, including the impact of rapidly increasing costs and driver shortages. Ongoing analysis is being undertaken to assess the potential risks of operator instability, related to these and other factors, which could potentially lead to business closure, a particular issue with smaller operators as has been seen with Little Gem. To some extent these risks are mitigated by the longer notice period required if operators wish to completely withdraw services (extended up to 112 days in the legislation underpinning bus franchising), but this does not fully mitigate the risk in circumstances where operators go out of business or make variations to services.
- 2.8. In addition, with the operators of commercial services, there is a continuing risk that increasing costs will mean that routes are no longer commercially viable with the need for increasing TfGM support if the bus network is to be stabilised. Such proposals will be considered in light of the previously mentioned principles for intervention, taking account of the potential financial and the customer impacts.
- 2.9. In relation to contracts that are due to expire in October 2023, whilst most are proposed for extension unchanged, five contracts are recommended not to be extended. In three cases, patronage on early morning journeys provided (before 0600) has been very low, and they are not recommended for extension. The customer impact of this action will be monitored closely. In the other two contracts, frequency enhancements had previously been provided to extend from 3 to 4 buses per hour.
- 2.10. In the case of one of the frequency enhancements, it is not recommended to reprocure as alternative provision is available along the route. In the second case, one operator was unwilling to extend, and there is no simple or affordable way in which another operator could maintain the uplifted timetable in a way that would benefit customers. Customers will continue to have access to a service, albeit at a slightly lower frequency.
- 2.11. There are three other contracts, which are due to be varied, and will result in a small reduction in frequency. As in the example described above, customers will continue to have access to a service, albeit at a slightly lower frequency. These changes are also consistent with the approach taken in respect of the Go North West commercial changes noted above.

### ***Bus Service Changes for Other Reasons***

- 2.12. Appendix 1 lists changes to services (both commercial and subsidised) that have been implemented since the last meeting of GMTC. In addition to the issues already noted above the other main reason for a service change is the need to resolve punctuality issues (both on commercial and subsidised services). This may include retiming of journeys within existing resources, or withdrawal of lightly used journeys to allow reinvestment elsewhere, as with the change to services 150, 254 and X50 noted in Appendix 1, which took effect from 4 September.

### ***Network Performance***

- 2.13. The performance of subsidised bus services is monitored on an ongoing basis, and this will continue until all such services are absorbed into the franchised network in January 2025. Appendix 2 gives details of the key metrics.

### ***School Bus Services***

- 2.14. The procurement of school services has continued in line with established processes for those services that are outside the franchised operations in the Bolton, Bury, Salford and Wigan areas. While the network has been maintained, this has come at higher cost as the operators bidding for these services are also dealing with increasing costs and driver shortages.
- 2.15. With the advent of franchising, it is appropriate to review the approach to dedicated school buses and consider how resources can be used most effectively to support young people to get to school, whether by dedicated school bus, the 'general' bus network or by supporting more active travel. As set out in the GM Bus Strategy, a holistic school transport policy is currently being prepared, which will set out how GM aims to support school travel in future, across all modes of transport. An update on this work will be brought to a future meeting of the Bee Network Committee.

### ***Demand Responsive Services***

- 2.16. Local Link services have also been reviewed in response to post-Covid recovery and in light of the closure of Little Gem with a refocussing of resource away from areas where there are alternative local bus services (for example, in Partington) to areas where the lack of bidders has left gaps in the bus network. In the latter case Local Link now provides trips from Marple and Hawk Green to Stepping Hill Hospital and from Chorlton/Withington to Wythenshawe Hospital, and from Wythenshawe to Withington Community Hospital.

- 2.17. Funding from Manchester Airport Group has also been used to improve employment related links from Ashton on Mersey and parts of Altrincham to the Airport, areas previously without a direct airport link.
- 2.18. The Ring and Ride service continues to recover post Covid. The total number of trips in the financial year 2022/23 was 227,942, an increase of 35% compared to the same period in 2021/22 (167,933) and 58% of pre-Covid patronage. The service is now operating at full capacity at peak times of the day with more availability on weekends and evenings.
- 2.19. The Ring and Ride contact centre was transferred to TfGM from the operator in April 2023 and now forms part of the main TfGM contact centre. A period of consolidation is now taking place and further integration will take place over the next six months with the aim of improving wait times for the Ring and Ride customers. This merger of the Ring and Ride and Local Link data into the same system enables us to begin a pilot to use the two fleets more flexibly with the aim of increasing capacity for Ring and Ride users. We are also exploring other opportunities to meet existing demand using other provision at peak hours.

## Appendix 1: Summary of Significant Changes to Bus Services since April 2023

### *Changes prior to date of Committee with no Financial Implications*

Operator	Service Number	Route	Effective Date	New, Variation or Cancellation	Comment
Go North West	18	Langley - Middleton - Blackley - Manchester Royal Infirmary	03/09/2023	Variation	Commercial timetable change (reduction in frequency)
Go North West	41	Middleton - Higher Blackley - Bowker Vale - Didsbury - Sale	03/09/2023	Variation	Commercial punctuality change
Go North West	52	Failsworth - Moston - Weaste - Eccles - The Trafford Centre	03/09/2023	Variation	Commercial timetable change (reduction in frequency)
Go North West	97	Bury - Hollins - Lower Broughton - Salford - Shudehill	03/09/2023	Variation	Commercial timetable change (reduction in frequency)
Go North West	98	Bury - Elton - Radcliffe - Whitefield - Salford - Shudehill	03/09/2023	Variation	Commercial timetable change (reduction in frequency)
Go North West	100	Warrington - The Trafford Centre - Salford - Shudehill	03/09/2023	Variation	Commercial timetable change (reduction in frequency)
Go North West	135	Bury - Whitefield - Cheetham Hill - Piccadilly Gardens	03/09/2023	Variation	Commercial timetable change (reduction in frequency)
Go North West	17 17A	Norden - Broadhalgh - Rochdale - Middleton - Shudehill	03/09/2023	Variation	Commercial timetable change (reduction in frequency)
Go North West	67 67A	Glaze Estate - Cadishead - Eccles - Salford - Shudehill	03/09/2023	Variation	Commercial timetable change (reduction in frequency)
Stagecoach Manchester	38	Logistics North - Swinton - Salford - Piccadilly Gardens	03/09/2023	Variation	Commercial route and timetable change, extended further into Logistics North and will run direct via Manchester Road West in



					Little Hulton instead of Captain Fold Road, Old Lane and Cleggs Lane
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## Changes as a result of closure of Little Gem

Operator	Service Number	Route	Effective Date	New, Variation or Cancellation	Comment
Little Gem	44	Piccadilly - Wythenshawe - Altrincham	22/04/2023	Cancellation	Little Gem ceased trading on 22/04/2023, replaced by Diamond 87 and Local Link from 23/07/2023
Little Gem	84	Chorlton Green - Withington	22/04/2023	Cancellation	Little Gem ceased trading on 22/04/2023, replaced by Diamond 87 and Local Link from 23/07/2023
Little Gem	280	Altrincham - Dunham Massey - Partington - Sale	22/04/2023	Cancellation	Little Gem ceased trading on 22/04/2023, replaced by Belle Vue 280 from 08/05/2023
Little Gem	375	Mellor - Marple - Stepping Hill - Offerton - Stockport	22/04/2023	Cancellation	Little Gem ceased trading on 22/04/2023, replaced by D&G 375 from 09/05/2023
Little Gem	260 261 262	Sale Local Services	22/04/2023	Cancellation	Little Gem ceased trading on 22/04/2023, replaced by D&G 260/261/262 from 02/05/2023
Little Gem/ Arriva	288	Altrincham - Manchester Airport	22/04/2023	Cancellation	Little Gem ceased trading on 22/04/2023, replaced by Belle Vue 288 from 08/05/2023
Little Gem/ Stagecoach	217	Ashton - Droylsden - Clayton - Manchester	22/04/2023	Cancellation	Little Gem ceased trading on 22/04/2023, journeys not replaced, Stagecoach evening and Sunday journeys continued until 22/07/2023 and then withdrawn
Little Gem/ Stagecoach	389	Ashton-under-Lyne - Stalybridge - Dukinfield circular	22/04/2023	Cancellation	Little Gem ceased trading on 22/04/2023, replaced by First from 24/04/2023 (Stagecoach evening and Sunday journeys continue unchanged)

Little Gem/ Stagecoach	336 337	Ashton-under-Lyne - Smallshaw - Hazelhurst - Hurst circular	22/04/2023	Cancellation	Little Gem ceased trading on 22/04/2023, replaced by First from 24/04/2023 (Stagecoach evening and Sunday journeys continue unchanged)
First Manchester	389	Ashton-under-Lyne - Stalybridge - Dukinfield circular	24/04/2023	New	Little Gem replacement - emergency contract provision until 22/07/2023
First Manchester	336 337	Ashton-under-Lyne - Smallshaw - Hazelhurst - Hurst circular	24/04/2023	New	Little Gem replacement - emergency contract provision until 22/07/2023
D & G Bus	260 261 262	Sale Local Services	02/05/2023	New	Little Gem replacement - emergency contract provision until 22/07/2023
Belle Vue/ Arriva	280	Altrincham - Dunham Massey - Partington - Sale	08/05/2023	New	Little Gem replacement - emergency contract provision until 22/07/2023
<b>Operator</b>	<b>Service Number</b>	<b>Route</b>	<b>Effective Date</b>	<b>New, Variation or Cancellation</b>	<b>Comment</b>
Belle Vue/ Arriva	288	Altrincham - Manchester Airport	08/05/2023	New	Little Gem replacement - emergency contract provision until 22/07/2023
D & G Bus	375	Mellor - Marple - Stepping Hill - Offerton - Stockport	09/05/2023	New	Little Gem replacement - emergency contract provision until 22/07/2023
Arriva North West	18	Eccles - Trafford Park - Sale - Manchester Airport	23/07/2023	Variation	Revised route and timetable as part of substantive scheme to replace Little Gem services from 23/07/2023
Arriva North West	281	Altrincham - Broadheath - Brooklands - Sale Moor - Sale	23/07/2023	Variation	Revised route and timetable as part of substantive scheme to replace Little Gem services from 23/07/2023
Arriva North West	282	Altrincham - Oldfield Brow - John Leigh Park circular	23/07/2023	Variation	Revised timetable as part of substantive scheme to replace

					Little Gem services from 23/07/2023
Arriva North West	283 284	Altrincham - Hale - Hale Barns - Well Green circular	23/07/2023	Variation	Revised timetable as part of substantive scheme to replace Little Gem services from 23/07/2023
Arriva North West	287	Altrincham - Bowdon circular	23/07/2023	Cancellation	Withdrawn as part of substantive scheme to replace Little Gem services from 23/07/2023 (replaced by 280 and X5)
Arriva North West	285 286	Altrincham - Timperley - Timperley Grange circular	23/07/2023	Variation	Revised timetable as part of substantive scheme to replace Little Gem services from 23/07/2023
Belle Vue/ Arriva	280	Altrincham - Dunham Massey - Partington	23/07/2023	Variation	Withdrawn between Partington and Sale as part of substantive scheme to replace Little Gem services from 23/07/2023 (replaced by CAT5)
Belle Vue/ Arriva	288	Altrincham - Manchester Airport	23/07/2023	Cancellation	Withdrawn as part of substantive scheme to replace Little Gem services from 23/07/2023 (replaced by X5)
D & G Bus	312	Wilmslow - Handforth - Handforth Dean	23/07/2023	Variation	Cheshire contract revision
D & G Bus	385	Mellor - Marple - Offerton - Heaviley - Stockport	23/07/2023	New	Revised route and timetable replacing 375 as part of substantive scheme to replace Little Gem services from 23/07/2023
D & G Bus	88 188	Macclesfield - Henbury - Knutsford - Wilmslow - Altrincham	23/07/2023	Variation	Cheshire contract revision

Operator	Service Number	Route	Effective Date	New, Variation or Cancellation	Comment
D & G Bus	260 261 262	Sale Local Services	23/07/2023	Cancellation	Withdrawn as part of substantive scheme to replace Little Gem services from 23/07/2023 (replaced by 18, 281 and CAT5)
Diamond	87	Chorlton Green - Chorlton - Withington - Piccadilly Gardens	23/07/2023	New	New route and timetable replacing 44 and 84 as part of substantive scheme to replace Little Gem services from 23/07/2023
Diamond	389	Ashton-under-Lyne - Stalybridge - Dukinfield circular	23/07/2023	New	Change of operator from First to Diamond as part of substantive scheme to replace Little Gem services from 23/07/2023
Diamond	336 337	Ashton-under-Lyne - Smallshaw - Hazelhurst - Hurst circular	23/07/2023	New	Change of operator from First to Diamond as part of substantive scheme to replace Little Gem services from 23/07/2023
Stagecoach Manchester	217	Ashton - Droylsden - Clayton - Manchester	23/07/2023	Cancellation	Withdrawn as part of substantive scheme to replace Little Gem services from 23/07/2023 (not replaced)
Warrington's Own Buses	CAT5	Warrington - Partington - Carrington - Sale - Altrincham	23/07/2023	Variation	Revised route and timetable replacing 280 as part of substantive scheme to replace Little Gem services from 23/07/2023
Warrington's Own Buses	X5	Warrington - Lymm - Altrincham - Hale - Manchester Airport	23/07/2023	Variation	Revised route and timetable replacing 287 and 288 as part of substantive scheme to

					replace Little Gem services from 23/07/2023
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## Changes with Financial Implication as Reported in Part B

### *Changes Prior to date of Committee*

Operator	Service Number	Route	Effective Date	New, Variation or Cancellation	Comment
Diamond	150	The Trafford Centre - Trafford Park - Stretford - Gorton	03/09/2023	Variation	TfGM contract variation to revise timetable to address punctuality concerns
Diamond	254	Stretford - Gorse Hill - Urmston - Lostock circular	03/09/2023	Variation	TfGM contract variation to revise timetable with lightly used journeys withdrawn. This impacts around 1560 Monday to Friday passenger journeys (average of 6 per day across six journeys) and 334 Saturday passenger journeys (average of 6 per day across four journeys).  This resource is moved to service 150 to help resolve the punctuality concerns on that route.
Diamond	X50	The Trafford Centre - Trafford Park - Piccadilly Gardens	03/09/2023	Variation	TfGM contract variation to revise timetable to address punctuality concerns
Vision	1	Bolton to Egerton	24/09/2023	Cancellation	TfGM contract for evening journeys will not be renewed. Day time services operated by Transdev will continue to operate commercial services under permit.  Evening journeys partly covered by 533/537 franchised services.

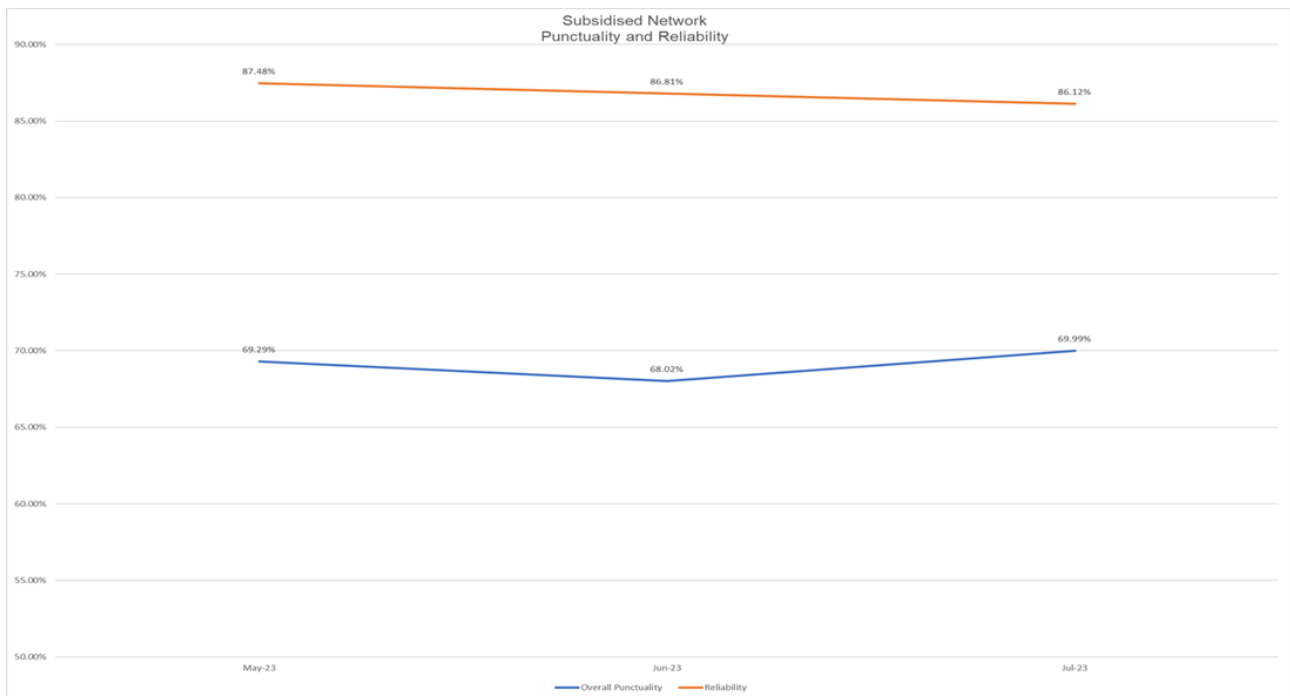
### ***Forthcoming Changes***

<b>Operator</b>	<b>Service Number</b>	<b>Route</b>	<b>Effective Date</b>	<b>New, Variation or Cancellation</b>	<b>Comment</b>
Rosso	457	Rochdale - Littleborough - Shore - Caldermoor - Stansfield	29/10/2023	Variation	Network Stabilisation: Withdrawal of some early morning journeys
Rosso	464	Accrington - Haslingden - Bacup - Whitworth - Rochdale	29/10/2023	Variation	Network Stabilisation: Withdrawal of some early morning journeys
Rosso	467 468	Bury - Jericho - Bamford - Rochdale	29/10/2023	Variation	Network Stabilisation: Withdrawal of some early morning journey and reduction in Mon-Sat daytime frequency
Stagecoach Manchester	256	Flixton - Lostock - Stretford - Hulme - Piccadilly Gardens	29/10/2023	Variation	Network Stabilisation: Reduction in Mon-Sat daytime frequency
Stagecoach Manchester	314	Stockport - Woodbank Estate - Offerton circular	29/10/2023	Variation	Network Stabilisation: Reduction in daily evening frequency
Stagecoach Manchester	368	Manchester Airport - Cheadle Hulme - Edgeley - Stockport	29/10/2023	Variation	Network Stabilisation: Reduction in Saturday frequency
Stagecoach Manchester	115 116	Middleton - Higher Blackley - Moston - Harpurhey circular	29/10/2023	Variation	TfGM contract variation to revise timetable to address punctuality concerns (no financial impact)

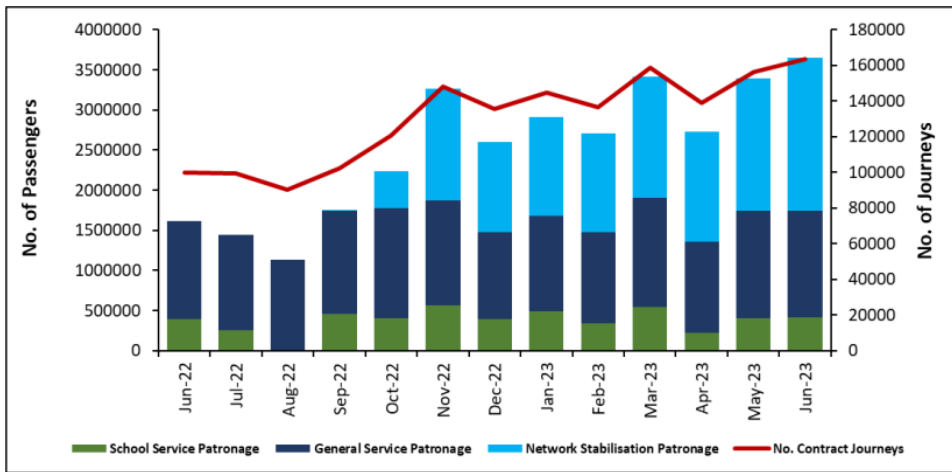


## Appendix 2: Summary of Network Performance

- 1.1. Across all operators of subsidised bus services, the overall declared lost mileage was 0.84%, for the rolling twelve-month period (July 2022 – June 2023). The total lost mileage for June 2023 was 0.88% of the subsidised scheduled mileage, against a contractual target of 0.5%.
- 1.2. The main 3 reasons for declared lost mileage for June 2023 were staff shortage (around 40%), bus breakdowns (25%) and traffic congestion and enforcement (22%).
- 1.3. Over the three months between May and July subsidised network reliability, as measured by AVL data in the ITO World system, declined from 87.48% in May to 86.12% in July. Over the same period punctuality increased from 69.29% to 69.99%



1.4. Overall subsidised patronage in June 2023 was 3.651 million, an increase of 8% compared with May 2023 of 3.395 million, with 1.904 million of patronage on supported services stabilising the network. Patronage in June 2023 excluding network stabilisation patronage (1.747 million) was 8% higher compared with June 2022 (1.619 million). This gives, for June 2023, an average number of passengers per journey of 22 (17 if network stabilisation journeys are excluded). The trend is illustrated below:



\*No data received from Little Gem for the period of the 1st – 15th April 2023.

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

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