

TfGM – Interchange Update



Operational Overview

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

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

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

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

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

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



Stockport Interchange Mixed Use



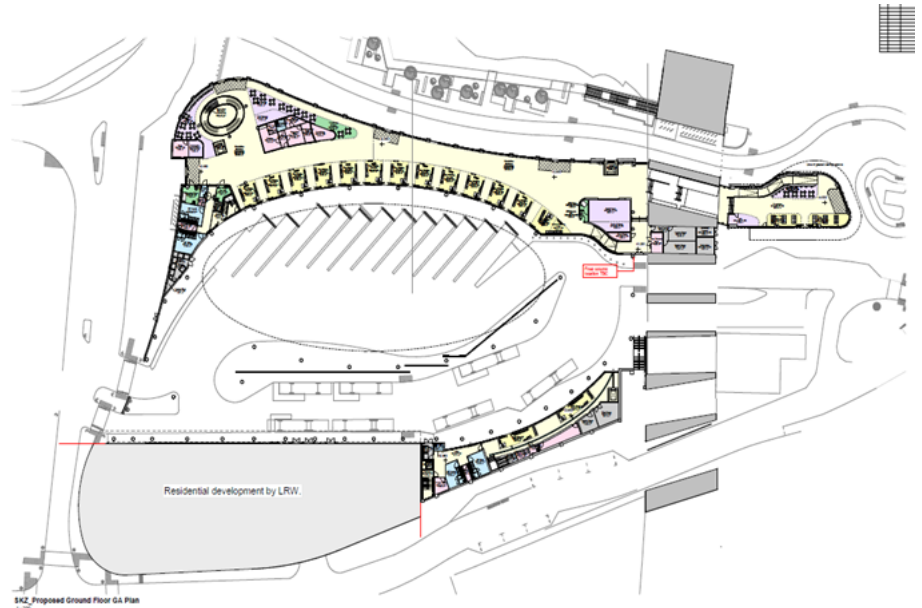
Temporary Facility

- Stockport bus station closed after the last bus on the 28th August and the temporary arrangements commenced use with the first bus on 29th August
- This includes a temporary bus station on Heaton Lane.
- There are also 3 Bus stands in Mersey Square, one opposite the Plaza Cinema and a bus stand on the A6.
- The Travelshop was relocated to Mersey Square
- The temporary facilities accommodate over 80 bus departures an hour.



Definition & Scope - Interchange

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



Horwich Parkway

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

Provision of bus stops and shelters

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

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

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

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