



Bee Network Committee

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

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

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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		
Further Assessment(s):	Carbon Assessment	
G Positive impacts overall, whether long or short term.	A Mix of positive and negative impacts. Trade-offs to consider.	R Mostly negative, with at least one positive aspect. Trade-offs to consider.
		RR Negative impacts overall.

Carbon Assessment		
Overall Score		
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	
Transport		
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	
Land Use		
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
General Network Costs					
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
Sub-Total General Network	17,836	16,238	(1,598)	(9.8%)	43,084
Schools Services Costs	5,191	5,339	149	2.8%	12,630
Total – Subsidised Services costs	23,026	21,577	(1,449)	(6.7%)	55,714
General Network Income					
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
Sub-Total General Network	10,896	9,116	1,780	19.5%	23,625
Schools Services income	2,021	1,753	267	15.2%	4,520
Total – Subsidised Services income	12,917	10,869	2,048	18.8%	28,145
Net Cost - Subsidised Services	10,109	10,708	598	5.6%	27,569

- 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
Operator	Service Number	Route	Effective Date	New, Variation or Cancellation	Comment
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

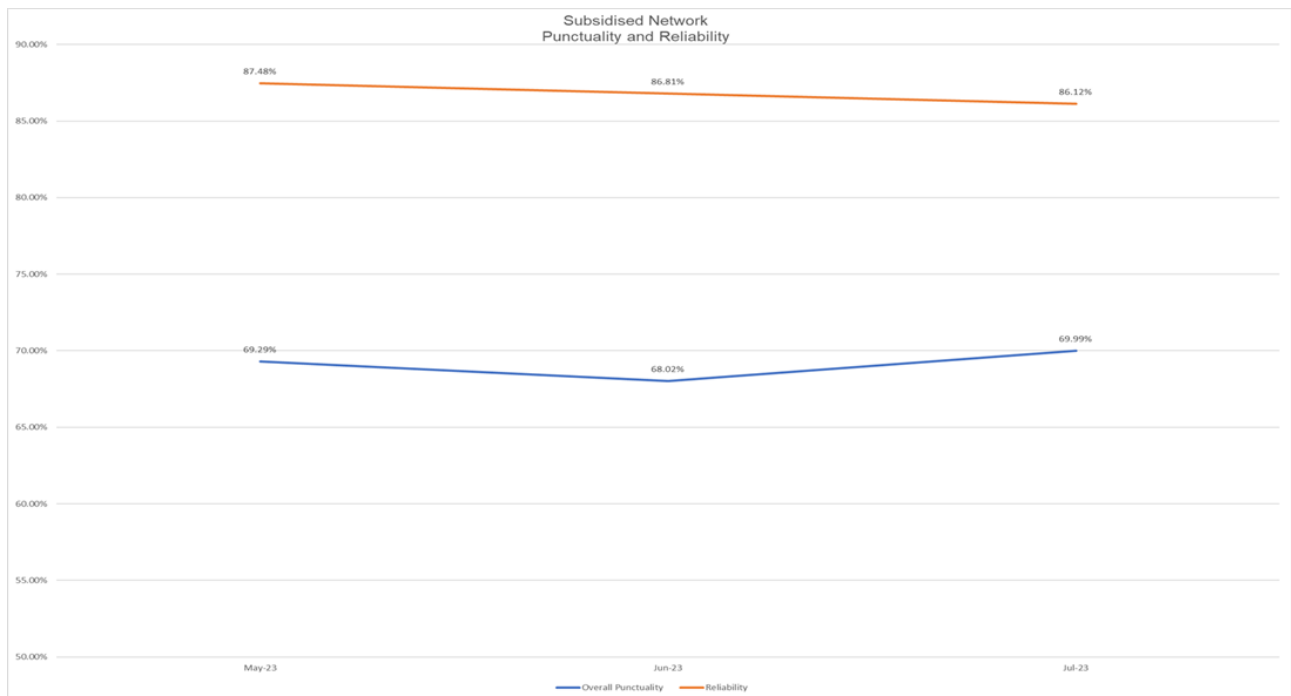
Operator	Service Number	Route	Effective Date	New, Variation or Cancellation	Comment
Diamond	150	The Trafford Centre - Trafford Park - Stretford - Gorton	03/09/2023	Variation	TfGM contract variation to revise timetable to address punctuality concerns
Diamond	254	Stretford - Gorse Hill - Urmston - Lostock 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

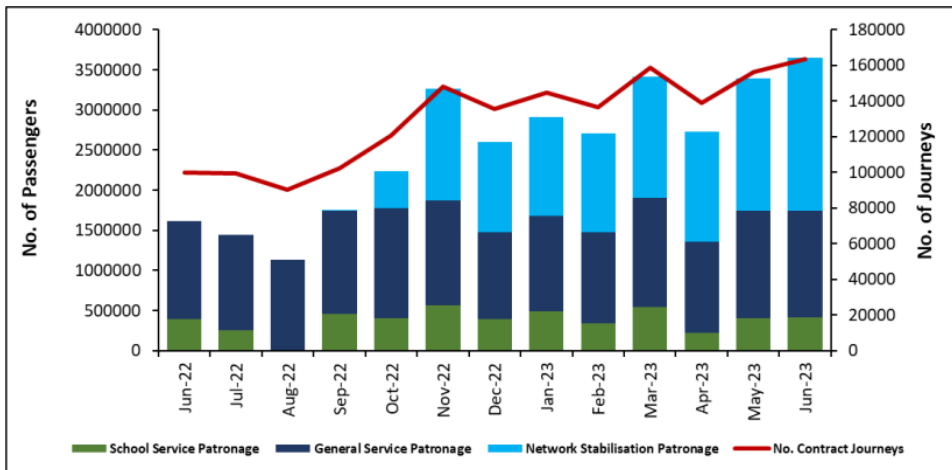
Operator	Service Number	Route	Effective Date	New, Variation or Cancellation	Comment
Rosso	457	Rochdale - Littleborough - Shore - Caldermoor - Stansfield	29/10/2023	Variation	Network Stabilisation: Withdrawal of some early morning journeys
Rosso	464	Accrington - Haslingden - Bacup - Whitworth - Rochdale	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.