

**Greater Manchester Transport Committee**

Date: 08 November 2019  
Subject: Bus Annual Performance Report  
Report of: Interim Head of Bus Services

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**PURPOSE OF REPORT**

To inform members of the performance of the Greater Manchester bus network during the Sept 18 to Aug 19 period, with particularly focus on the subsidised bus network.

**RECOMMENDATIONS:**

Members are asked to note the content of the report

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Risk Management – n/a

Legal Considerations – n/a

Financial Consequences – n/a

Financial Consequences – n/a

Number of attachments included in the report: 2

- APPENDIX A: General Contract Operator Ranking – Q1 2019/20 (12 months ending June 2019)
- APPENDIX B: School Contract Operator Ranking – Q1 2019/20 (12 months ending June 2019)

**BACKGROUND PAPERS:** None

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

## **1 INTRODUCTION**

- 1.1 Greater Manchester has an extensive bus network covering in the order of 57.537 million miles and supporting an annual ridership of 186.7 million passengers. The network (870 services), is provided on both a commercial and subsidised basis by over 35 operators (as at Sept 2019) including Stagecoach Manchester, Go North West, Diamond Bus, First Manchester, Manchester Community Transport (MCT) and Arriva North West.
- 1.2 Transport for Greater Manchester (TfGM), financially supports and manages the subsidised bus network on behalf of the Greater Manchester Combined Authority (GMCA). The subsidised network (16.3% of overall mileage) is provided with a budget of £27.6 million (2019/20). The funding level supports areas of the network which are not deemed commercially viable by operators, but are considered socially necessary, and delivers an extensive network of school bus services.
- 1.3 Bus service provision represents a vital element of the Greater Manchester public transport network. Currently, three out of every four public transport journeys in Greater Manchester are undertaken by bus services. It is therefore essential that the performance of the bus network is closely monitored and understood, ensuring that not only is the quality of provision and customer journey experience maintained and enhanced, but the subsidised services budget is effectively and efficiently deployed.

The latest Transport Focus survey (Autumn 2018) indicated that within Greater Manchester, 87% of passengers are satisfied with their overall journey, and the key customer priorities were value for money, driver behaviour, punctuality and journey time.

## **2 OPERATIONAL PERFORMANCE**

- 2.1 This section of the report presents network wide bus performance statistics for the Greater Manchester region, extracted from TfGM's in-house Punctuality Reliability Monitoring System (PRMS). Performance levels are tracked against the Code of Conduct Voluntary Partnership Agreement (CoC VPA) and Traffic Commissioner targets.
- 2.2 Figures 1 and 2 summarise the network headline results for the Sept 18-Aug 19 period split between those registered to adhere to a timetable with specific departure times (scheduled services) and those registered to operate six buses an hour or more, with the associated timetable stating the service frequency (frequent services). The observed profile of the bus fleet, in terms of vehicle age and engine emission standards is also outlined in Figure 1 and is assessed based on observations undertaken on both frequent and scheduled services.

**Figure 1: Bus Service Performance and Vehicle Profile (Sept 18 – Aug 19)**

Measure	Minimum Standard	No. Obs.	Network Average (Sept 18- Aug 19)	Change from 2018/19	Trend
<b>Scheduled Service Performance (last 12 months)</b>					
Reliability	97.0%	64,454	98.4%	0.53%	Improving
Start Point Punctuality	90.0%	31,237	88.4%	0.49%	Improving
Mid-Point Punctuality	70.0%	33,217	80.4%	-1.24%	Declining
Overall Punctuality	80.0%	64,454	84.4%	-0.38%	Declining
<b>Frequent Service Performance (last 12 months)</b>					
Regularity	97.0%	27260	95.6%	-0.09%	Stable
<b>All Service Vehicle Quality (June 19 – Aug 19)</b>					
Euro IV +	-		94.2%	1.67%	Improving
Hybrid Diesel	-	25,408*	14.3%	-1.31%	Declining
Euro VI	-		24.5%	1.71%	Improving
Age (Yrs.)	-		8.5	0.07	Stable

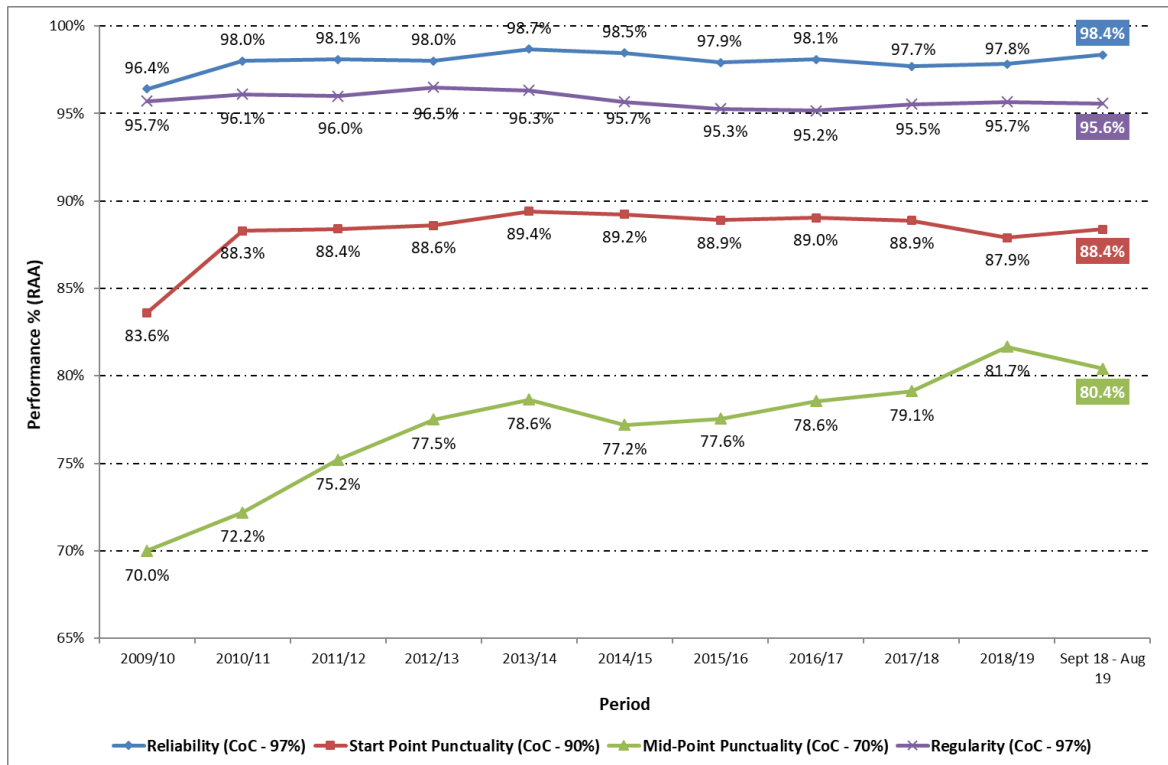
\*total number of fleet observations in the June 19 – Aug 19 period

### **Scheduled Service Performance**

- 2.3 The reliability of scheduled services (Figures 1 and 2) at the network level was 98.4%, representing an improvement from the level achieved in 2018/19 (97.8%), and continues to exceed the Code of Conduct minimum standard (97%).
- 2.4 Start-point punctuality of scheduled services is an area where TfGM has sought more action on the part of the operator, as it is incumbent on them to provide reasonable recovery time and develop contingency plans to enable journeys to start punctually. Traffic congestion in the Regional Centre has hampered the increased recovery times put in place by some operators, particularly given the limited space available for vehicle layover, while others continue to develop and better utilise their respective Automatic Vehicle Location (AVL) performance information in terms of service planning.
- 2.5 For the current rolling 12-month period (Sept 18-Aug 19) the network level performance for start point punctuality was observed at 88.4% (Figures 1 and 2) which was below the Code of Conduct minimum standard (90%), however it did represent an improvement from the level observed in 2018/19 (87.9%). The observed performance level partly reflected the scale and intensity of the infrastructure works in the Regional Centre and on the key radial corridors, and the level of planned and unplanned roadworks and events.
- 2.6 The mid-point punctuality of scheduled services is an area where TfGM is seeking action from both bus operators and highway authorities, and other stakeholders who have an influence over management of the local and strategic road network. At the network level (Figures 1 and 2) the mid-point punctuality of scheduled services had decreased to 80.4% (Sept 18 – Aug 19) from 81.7% (2018/19). However, the current level of performance was over ten percentage points higher than the Traffic Commissioner’s minimum standard of

70%, despite the challenging operating conditions resulting from the numerous infrastructure works on the Greater Manchester highway network, particularly in the Regional Centre.

**Figure 2: Network Operational Performance**



### **Frequent Service Performance**

- 2.7 In the case of frequent services, the key issue for passengers is not the adherence to a specific set of timetabled departures, but the regularity of the service compared to their expectations. Performance is measured at intermediate timing points of a journey therefore this is another area where the CoC VPA has acknowledged there may be a need for highways management interventions to achieve the minimum standards.
- 2.8 Network mid-point regularity performance (Figures 1 and 2) for the 12-month period (Sept 18-Aug 19) was 95.6%, which had remained relatively static from the performance level achieved in 2018/19 (95.7%) and continued to be below the CoC VPA minimum standard (97%). The level of performance of frequent services needs to be appreciated, against the underlying picture of several corridors disrupted by major roadworks and events.

### ***Fleet Profile***

- 2.9 The observed bus fleet profile in terms of vehicle age and engine emission standards are shown in Figure 1.
- 2.10 The quality of the fleet has remained high with 94.2% (2019/20 Q2) of the observed fleet classified as Euro IV+ or better. Furthermore, the deployment of the vehicles meeting the Euro VI emission classification has continued to increase and now stands at 24.5% (2019/20 Q2). The age of the fleet, observed through PRMS, has remained static at 8.5 years.

## **3 SUBSIDISED BUS NETWORK PERFORMANCE**

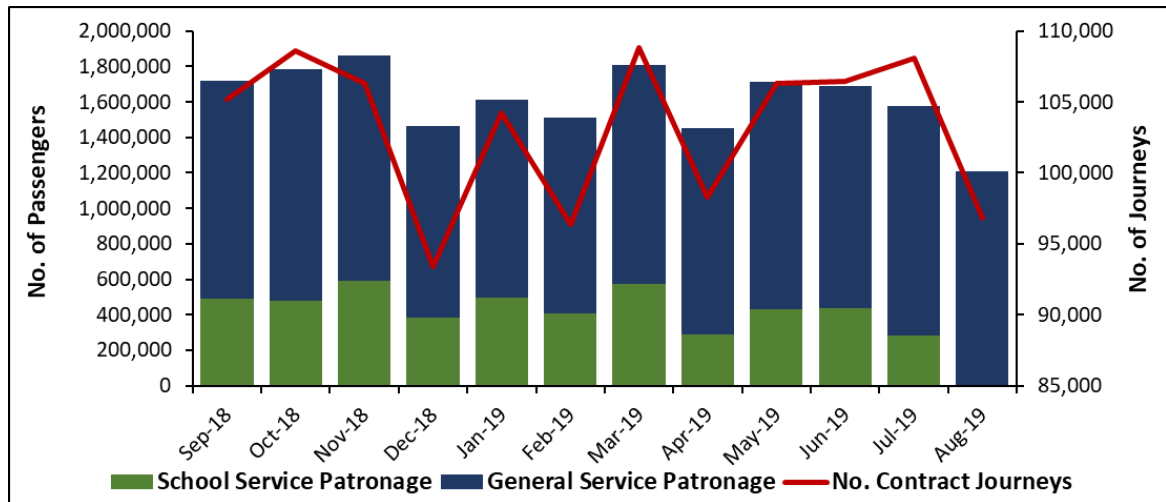
### ***Overview***

- 3.1 Over the 12-month period (Sept 18 – Aug 19), 83.7% (48.167 million miles) of the bus network mileage within Greater Manchester was provided on a commercial basis by over 35 operators. TfGM subsidised the remaining 16.3% (9.371 million miles per annum) which supported socially necessary and school bus services.
- 3.2 During Sept 19 there were 527 (compared to 537 in Mar 19) subsidised service contracts in operation, covering 665 (641, Mar 19) services and provided by 22 (24, Mar 19) operators. Subsidised bus mileage in Sept 19 was estimated to be 802,003 miles of which Stagecoach Manchester (21.8% market share), Diamond Bus (17.7%) and MCT (17.9%) operated 213 of the contracts and 59.0% (472,834 miles) of the subsidised network mileage. It is worth noting that following the acquisition of First Manchester's Queens Road and Bolton operations by Go North West and Diamond Bus respectively, First Manchester's subsidised market share had declined from 9.1% (71,868 miles) to 2.3% (18,720 miles). Diamond Bus are the second largest contractor, behind Stagecoach Manchester, with a subsidised mileage market share of 17.7% (Sept 19).

### ***Patronage***

- 3.3 Patronage information is collated and analysed each month to identify trends, increase our understanding of passenger demand across the subsidised bus network and facilitate contract management. Figure 3 presents the monthly patronage profile on subsidised bus services, along with the number of contracted journeys for the period Sept 18 to Aug 19.

**Figure 3: Subsidised Bus Service Patronage (Sept 18 – Aug 19)**



3.4 Subsidised service patronage (including school and general services) for Sept 18-Aug 19 was 19.401million, generated from 1.239 million journeys which had slightly declined (-0.53%) from 19.504 million passengers in 2018/19. However, it is worth noting that the average number of passengers per journey remained static at 15.7. The subsidised service patronage demand represented approximately 10.4% of the overall bus market for Greater Manchester (186.7 million, Q3 2018/19 - 2019/20 Q1).

3.5 For Sept 18-Aug 19, the three principal subsidised service operators (Stagecoach Manchester, Diamond Bus and MCT) carried 56.5% (10.955m million) of the subsidised service patronage, however, Stagecoach Manchester’s share of patronage was 38.4% (7.445 million) of overall subsidised patronage.

3.6 School services patronage, which represented 25.0% of the overall subsidised bus demand, decreased by 1.1% between 2018/19 (4.910million) and Sept 18-Aug 19 period (4.856 million), but corresponded with an equivalent decline in number of contracted journeys (-2.9%). Average occupancy per school journey remained relatively stable (38.2; Sept 18-Aug 19). In terms of the school services, Stagecoach Manchester (1.338million), R S Tyrer & Sons (0.873million) and Vision Bus (0.476million) carried 55.3% of the overall subsidised school patronage.

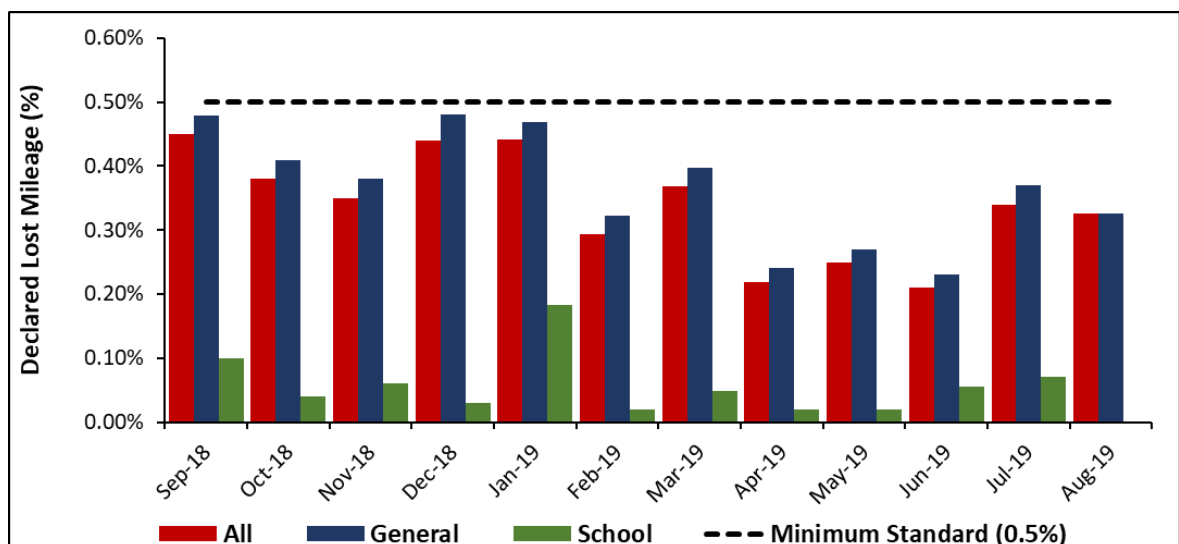
**Contract Cost**

3.7 Overall contract cost for the Sept 18-Aug 19 period was £27.647 million, (net £24.223 million). Overall subsidised service expenditure remained relatively static compared to the 2018/19 figure (£27.422 million). Subsidised service cost per passenger (excluding de-Minimis and Local Link contracts) was £1.25 (Sept 18 – Aug 19). Disaggregated by contract type, the ratios were £1.08 (General) and £1.75 (Schools).

### **Declared Lost Mileage**

- 3.8 Operators are contractually obliged to declare any lost mileage that occurs on TfGM contracts each month and these declarations are subsequently verified through analysis of their electronic ticket machine data. The proportion of declared lost mileage incurred on the subsidised service network during the Sept 18 – Aug 19 period, broken down by contract type is presented in Figure 4.
- 3.9 For the Sept 18 – Aug 19 period, the declared lost mileage was 0.34% of the subsidised schedule mileage. The 12-month declaration represented an improvement from the equivalent figure for 2018/19 (0.43%) and continued to operate within the industry standard (0.5%). Overall, the individual monthly declarations were also within the desired threshold.

**Figure 4: Declared Lost Mileage (Sept 18 – Aug 19)**



- 3.10 The principal causes of the declared lost mileage during the Sept 18 – Aug 19 period, as identified by the operators, were vehicle breakdowns (13,357 miles; 2,098 trips, 42.0%) and traffic congestion / enforcement (6,566 miles, 1,503 trips, 20.7%). Staff issues accounted for 15.3% (4,857 miles, 761 trips) of the declared lost mileage.

### **Operational Performance**

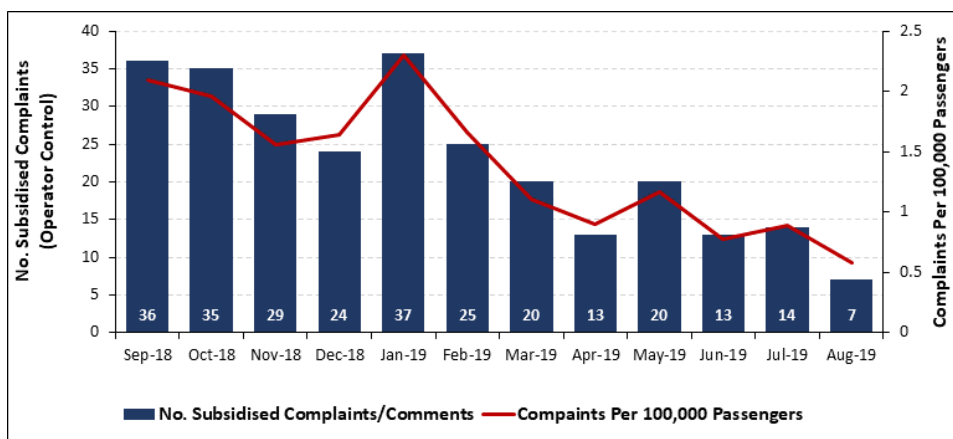
- 3.11 The operational performance of the subsidised bus service network during the Sept 18 – Aug 19 period exceeded the overall network figures both for start point punctuality and reliability; at 89.7% and 98.9%. respectively. Mid point punctuality was observed at 79.3%, which was less than that for the overall network.



### Customer Comments

3.12 For the Sept 18 – Aug 19 period, a total of 273 subsidised bus service comments, which were within the operators’ control, were received by TfGM (Figure 5). The level of comments/complaints decreased from the number attained in 2018/19 (337). The current period’s figure equates to 1.41 complaints per 100,000 passenger journeys.

**Figure 5: Customer Complaints / Comments (Sept 18 – Aug 19)**



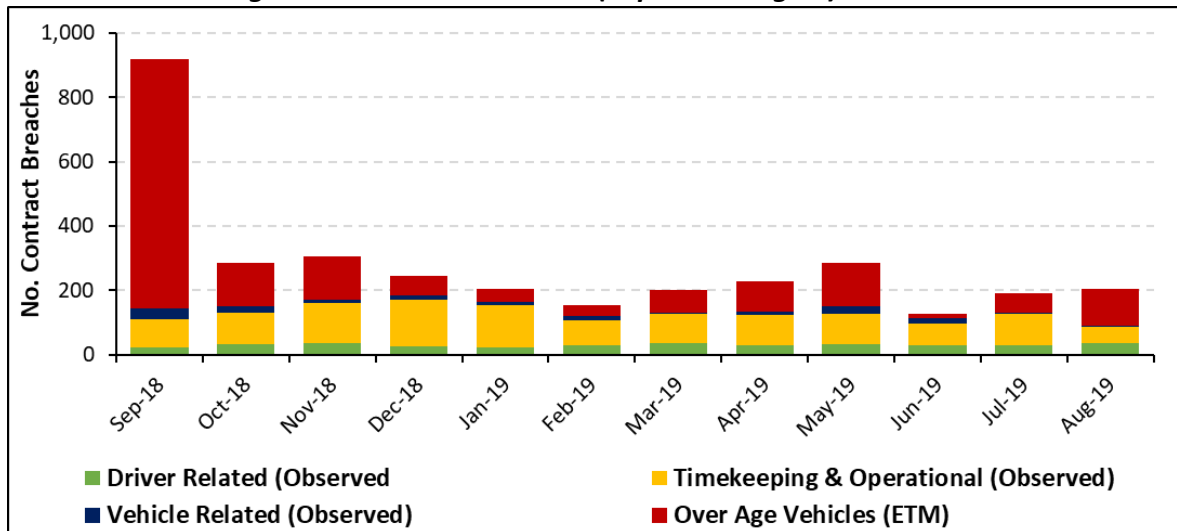
### Contract Breaches

3.13 Contract breaches are reported failures to deliver a subsidised service in accordance with the contract specification and will culminate in a financial deduction being made from the operator’s monthly payment. The level of financial penalty is dependent on the number and composition of breach types. Figure 6 shows the monthly number of contract breaches by type/source for the Sept 18-Aug 19 period.

3.14 During the review period there were 3,349 confirmed contract breaches of which 49.7% were associated with the deployment of over age vehicles on the subsidised network; recorded through the operators’ electronic ticket machine (ETM) declarations. This category of breach spiked in the first month of the review period (Sept 19) which coincided with the commencement of school services and embedding of the vehicle compliance process with operators (commenced in Apr 18). Timekeeping and operational breaches continued to be the main category of observed contract breaches (1,162).

3.15 The overall level of breaches in the review period equated to 0.03 breaches per mile and 0.53 per contract respectively. To receive the maximum score in TfGM’s Supplier Rating (see paragraph 4) operators would need to attain 0.01 breaches per mile to gain the full available score.

**Figure 6: Contract Breaches (Sept 18 – Aug 19)**



### Vehicle Profile

Over 1,700 vehicles were deployed per month on the Greater Manchester subsidised bus network during the Sept 18 – Aug 19 period. Stagecoach Manchester, the largest TfGM contractor, deployed over 700 vehicles to cover their contracted network. The average age of the vehicle fleet used on the subsidised network was 8.5 years (Jul 19), but differed significantly by contract type (i.e. General - 8.4 years and School - 10.3 years).

### Deductions from Operator Payments

- 3.16 Contract deductions for the Sept 18 – Aug 19 period amounted to £235,526 and represented 0.9% of the total operator payment (£26.155 million); lower than the proportion deducted during 2018/19 (1.05%; £274,338). Most of the deduction (£141,992, 60.3%) was associated with the lost mileage declared through the operators' Electronic Ticket Machine (ETM) submissions. Nearly £26,000 was deducted for the deployment of over age vehicles.

## 4 SUPPLIER RATING – SUBSIDISED SERVICES

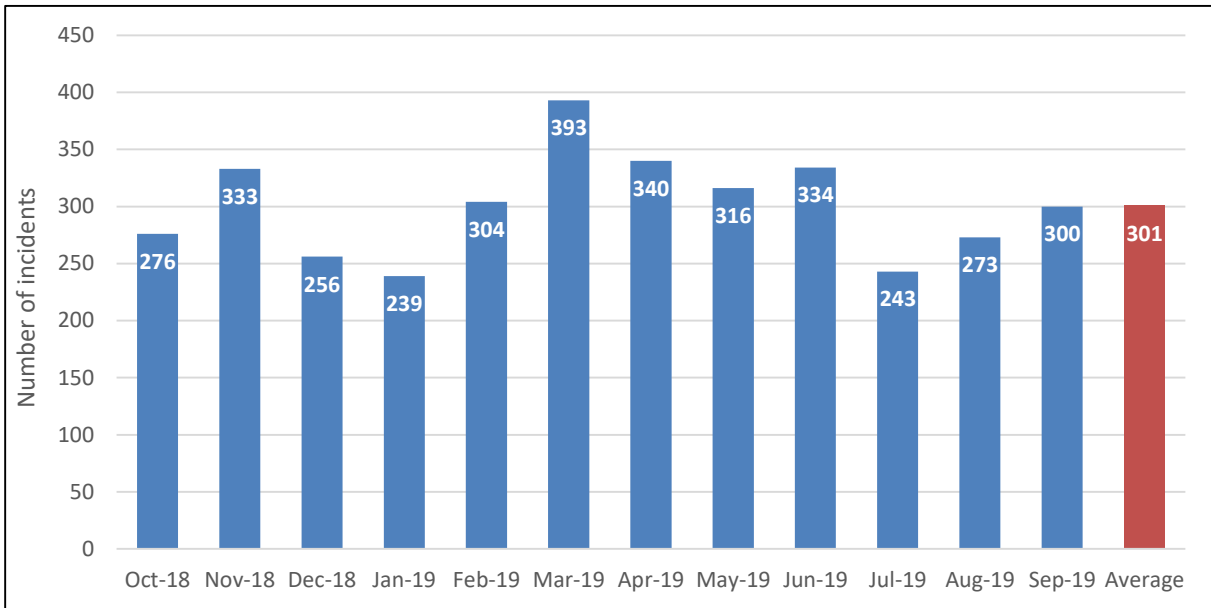
- 4.1 TfGM's Supplier Rating came into effect on 1st February 2012 and introduced a quality threshold to the tendering process for subsidised bus services with the aim of improving service delivery to the customer and improving the attractiveness and perception of bus travel.
- 4.2 The rating is calculated using criteria centred on service delivery, which accounts for 60% of the available score, as well as other indicators of professional competence and the provision of contractual data to TfGM. These factors form a key element of regular contract performance meetings with bus operators.

- 4.3 The performance of TfGM's school and general bus network contracts are recorded separately each quarter, with scores in each of 13 individual measures weighted to reflect their relative importance to the customer and TfGM.
- 4.4 The results are then aggregated with those of the three previous quarters to produce a Moving Annual Average for each operator which, in turn, enables operators to be ranked in terms of their overall performance.
- 4.5 Since its inception, Supplier Rating has influenced operators to make changes to improve their service quality and delivery and, in turn, their Supplier Rating.
- 4.6 The rankings for Quarter 1 for the General Network operators are detailed in Appendix A and those for TfGM's School operators are in Appendix B. Further details on individual operator results are provided in the Part B report to this meeting.

## **5 CRIME AND ANTI-SOCIAL BEHAVIOUR**

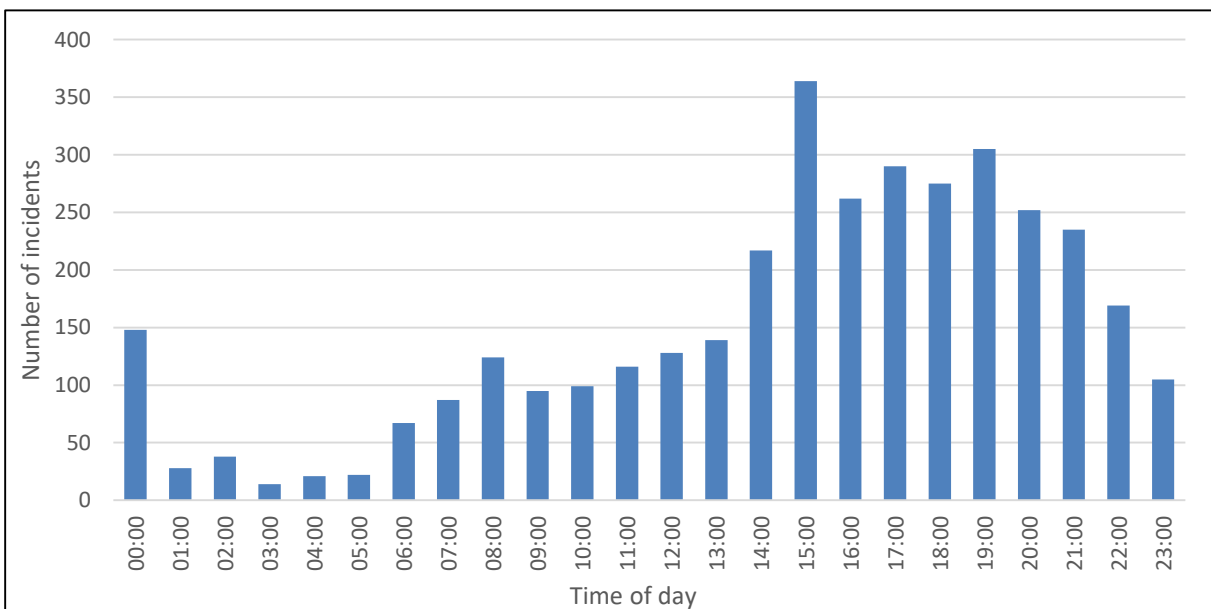
- 5.1 Led by TfGM and Greater Manchester Police, and with support from contributing operators KeolisAmey Metrolink, Stagecoach and First Manchester, visible patrols and dedicated, intelligence-led operations offer reassurance and help prevent and deal with incidents of crime, antisocial behaviour and fare evasion on our networks.
- 5.2 This work is complemented by an extensive youth engagement and education programme, which has seen TravelSafe Partnership (TSP) officers speak to more than 26,000 children and young adults between May 2018 and February 2019 about the importance of behaving on public transport.
- 5.3 A TravelSafe week is planned for the start of next year which will include a relaunch of the TravelSafe website, a broad behaviours focused campaign and a social media campaign, humanising the effect of Anti-Social Behaviour (ASB) on passengers and staff.
- 5.4 High level trends in Bus Incidents.
- The analysis below uses data drawn from a number of TravelSafe partners including GMP, Bus Operators and TfGM Staff. In total, 3607 incidents were reported during the 12 months from October 2018 to September 2019, of these 42% were reported to GMP.
  - On average, 301 incidents were reported to the TravelSafe Partnership per month.

**Figure 7: Incidents on the bus network reported to the TravelSafe partnership by month.**



- The number of incidents varied by day of week and time of day. There was an average of 11 incidents on weekdays, 10 on Saturdays and 7 on Sundays. This trend is likely be linked to the higher number of services and greater patronage levels on weekdays.

**Figure 8: Incidents on the bus network reported to the TravelSafe Partnership by time of day.**



- Analysis of incidents by time shows a spike during the hour commencing 15:00. This period coincides with the end of the school day in many areas.
- There are a range of incidents reported into the partnership; of the 3607 incidents reported in the 12 months commencing October 2018 there were 584 assaults, 525 incidents of threatening behavior or verbal abuse, 379 incidents of criminal damage and 351 thefts or attempted thefts.
- Using the data available, the TravelSafe partnership identifies the location and characteristics of hot spots on the network. This enables a response to be tailored accordingly. For example, the partnership identified that the Oxford Road corridor carries approximately 5% of bus patronage in GM but attracted 12% of thefts and attempted thefts on the bus network. Analysis of data available from the police open data portal showed that thefts from a person account for 9% of the crimes identified as being on the Oxford Road Corridor. For GM as a whole, thefts from a person account for only 2% of reported crimes. This information enables a coordinated approach addressing the issue at a neighborhood level as well as on the transport network to be developed.

## 6 OUR PASS

- 6.1 1st September 2019 saw the introduction of a new pass that gives 16-18 year-olds across Greater Manchester the freedom to travel, work and learn. For a one off £10 administration fee, Our Pass card holders can travel for free on local buses across Greater Manchester. They can also benefit from half-price off peak 1 day and weekend travelcards on Metrolink, and exclusive opportunities, experiences and benefits from a range of partner organisations.
- 6.2 Our Pass can be used for up to two years, starting from 1 September after the applicant's sixteenth birthday, and is available to people who live in Greater Manchester.
- 6.3 Extensive work was carried out with all GM bus operators in the months leading up to the launch of the pass around technical acceptance, operator reimbursement, and additional capacity requirements.
- 6.4 Our Pass was launched successfully with very few issues arising from its introduction. There are now in excess of 33,000 pass holders and over 50,000 journeys being made per day across the region.

## **7 CORPORATE SOCIAL RESPONSIBILITY**

7.1 In order to focus on ensuring social value for the residents of Greater Manchester, officers have reviewed how we record and report on this important area in respect of bus services. A number of recent activities are outlined below:

### **'Your Bus?' competition**

7.2 As part of the Conditions of Contract for subsidised general and school bus services in Greater Manchester, TfGM stipulates a maximum age criteria of 15 years for vehicles to operate contracts for TfGM. Six of our Yellow School buses became over-age this year.

7.3 In 2018 TfGM donated one ex-Yellow School Bus to a primary school in Tameside (Greswell Primary School), after a pupil wrote to TfGM requesting the donation of a bus. The bus was transformed into a static library using National Lottery funding to pay for the conversion costs.

7.4 This approach was extended to the six 'retiring vehicles' in 2019 and a competition was developed where schools or community groups were given the opportunity to apply to be gifted a bus. This was delivered through a competition branded 'Your Bus?' which was promoted through social media, posters at community centres and through the TfGM website.

7.5 The scheme required applicants to outline how they would use the bus, who would benefit and how they would finance their proposed scheme.

7.6 The competition opened on 24th June 2019 and ran for three weeks, closing on 14th July 2019. Interest in the scheme was significantly greater than anticipated, with over 200 applications.

7.7 The successful 6 applicants were all schools with schemes which offered wider community benefits and included plans for a counselling and wellbeing space, breakfast club, and plans for a hub for deprived families – including a food and toiletries bank; and a washing machine to clean uniforms.

### **Summer activities transport provision**

7.8 TfGM worked with Trafford Council, the Museum of Transport and Goodwin's Coaches to ease the financial burden of the school summer holidays on low-income families.

7.9 As part of the council's Summer of Sport initiative, six free trips to the museum took place, for groups of up to 20 children, aged 7-9, from the Trafford borough.

7.10 Goodwin's provided transport to and from the venue as a goodwill gesture and the museum sourced extra volunteers to help accommodate the visits.

- 7.11 The initiative aimed to provide activities and lunches for children during the six-week holiday period, which can be expensive as children seek mental stimulation and physical exercise.

**Free Bus travel for former Thomas Cook employees to jobs fair at Manchester Airport**

- 7.12 On behalf of GMCA, TfGM officers liaised with operators to secure free bus travel to a Manchester Airport hosted jobs fair for those impacted by Thomas Cook entering administration.

**8 RECOMMENDATIONS**

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

**Alison Chew**  
**Interim Head of Bus Services**

**APPENDIX A: General Contract Operator Ranking – Q1 2019/20  
(12 months ending June 2019)**

<b>General Contract Operator</b>	<b>Ranking</b>
Stagecoach	<b>1</b>
Jim Stones	<b>2</b>
Vision Bus	<b>3</b>
Arriva	<b>4</b>
Nexus Move	<b>5</b>
Diamond Bus	<b>6</b>
M Travel	<b>7</b>
Warrington's Own Buses	<b>8</b>
Stott's of Oldham	<b>9</b>
First Manchester	<b>10</b>
D & G Bus	<b>11</b>
Rosso	<b>12</b>
MCT	<b>13</b>
Selwyn's Travel	<b>14</b>



**APPENDIX B: School Contract Operator Ranking – Q1 2019/20  
(12 months ending June 2019)**

<b>School Contract Operator</b>	<b>Ranking</b>
Jim Stones	1
R.S. Tyrer & Sons	2
Stagecoach	3
Go Goodwins	4
Vision Bus	=5
Viking Coaches	=5
R Bullock Buses	7
Belle Vue Coaches	8
Hattons Travel	9
First Manchester	10
Atlantic Travel	11
G B Coaches	12
Stott's	13
Diamond Bus	14
Selwyn's Travel	15
Olympia Travel	16
MCT	17
Rosso	18
M Travel	19