

Greater Manchester Transport Committee

Date: 17 January 2020

Subject: Bus Performance Report

Report of: Interim Head of Bus Services

PURPOSE OF REPORT

To inform members of the performance of the Greater Manchester bus network during the December 18 to November 19 period, with particular 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: 0

BACKGROUND PAPERS: None

TRACKING/PROCESS		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
EXEMPTION FROM CALL IN		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		No
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 Nov 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 (16.4% of overall mileage) is provided with a budget of £27.6 million (2019/20). In recent years, considerable pressure has been placed on the budget for subsidised bus services, limiting TfGM's ability to maximise accessibility and meaning funding has to be prioritised where the best value is obtained, to ensure it is used efficiently and to the greatest benefit.
- 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.
- 1.4 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 Oct 18-Sep 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 (Oct 18 – Sep 19)

Measure	Minimum Standard	No. Obs.	Network Average (Oct 18- Sep 19)	Change from 2018/19	Trend
Scheduled Service Performance (last 12 months)					
Reliability	97.0%	75,806	97.9%	0.10%	Improving
Start Point Punctuality	90.0%	34,062	88.4%	0.60%	Improving
Mid-Point Punctuality	70.0%	41,550	80.2%	-1.80%	Declining
Overall Punctuality	80.0%	64,454	84.3%	-0.60%	Declining
Frequent Service Performance (last 12 months)					
Regularity	97.0%	30,256	95.5%	-0.20%	Stable
All Service Vehicle Quality (Jul 19 – Sep 19)					
Euro IV +	-		94.3%	1.67%	Improving
Hybrid Diesel	-	27,400*	14.3%	-1.31%	Declining
Euro VI	-		24.5%	1.71%	Improving
Age (Yrs.)	-		8.3	0.27	Improving

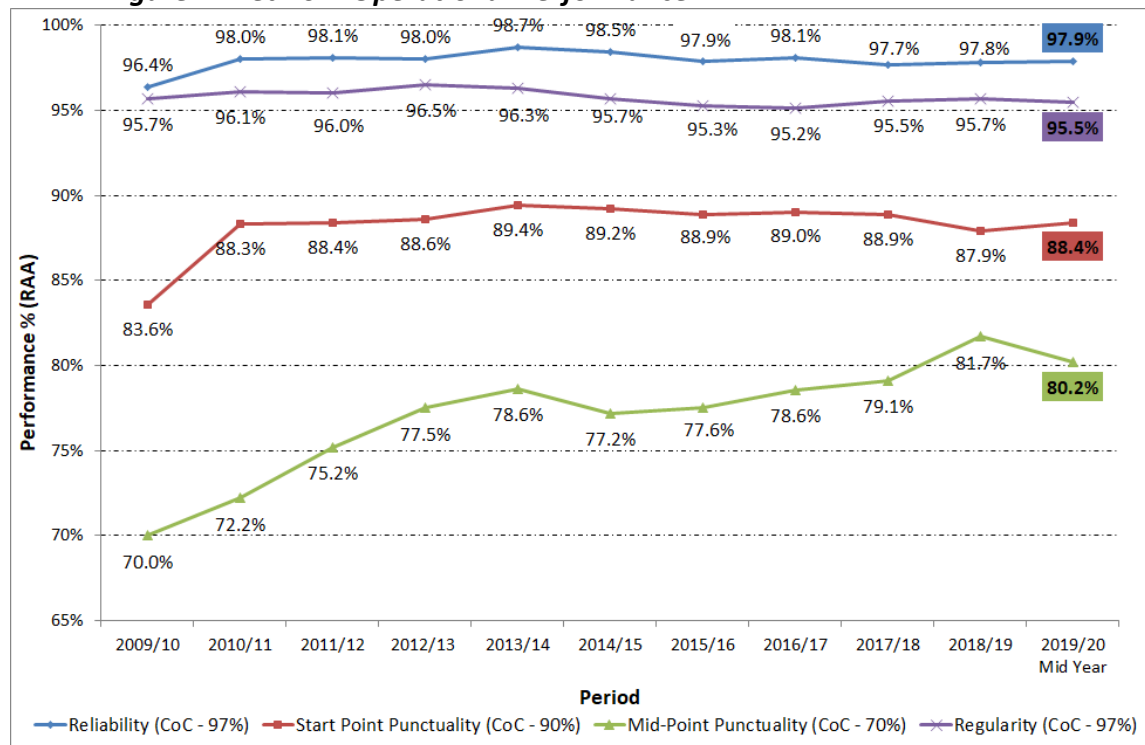
*total number of fleet observations in the Jul 19 – Sep 19 period

Scheduled Service Performance

- 2.3 The reliability of scheduled services (Figures 1 and 2) at the network level was 97.9%, representing a slight 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 (Oct 18-Sep 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 80.2% (Oct 18 – Sep 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 (Oct 18-Sep 19) was 95.5%, 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 94.3% (Jul – Sep 19) of the observed fleet classified as Euro IV+ or better. Furthermore, the deployment of the vehicles meeting the Euro VI emission classification now stands at 24.5% (Jul – Sep 19). The age of the fleet, observed through PRMS, has improved and now stands at 8.3 years.

3 SUBSIDISED BUS NETWORK PERFORMANCE

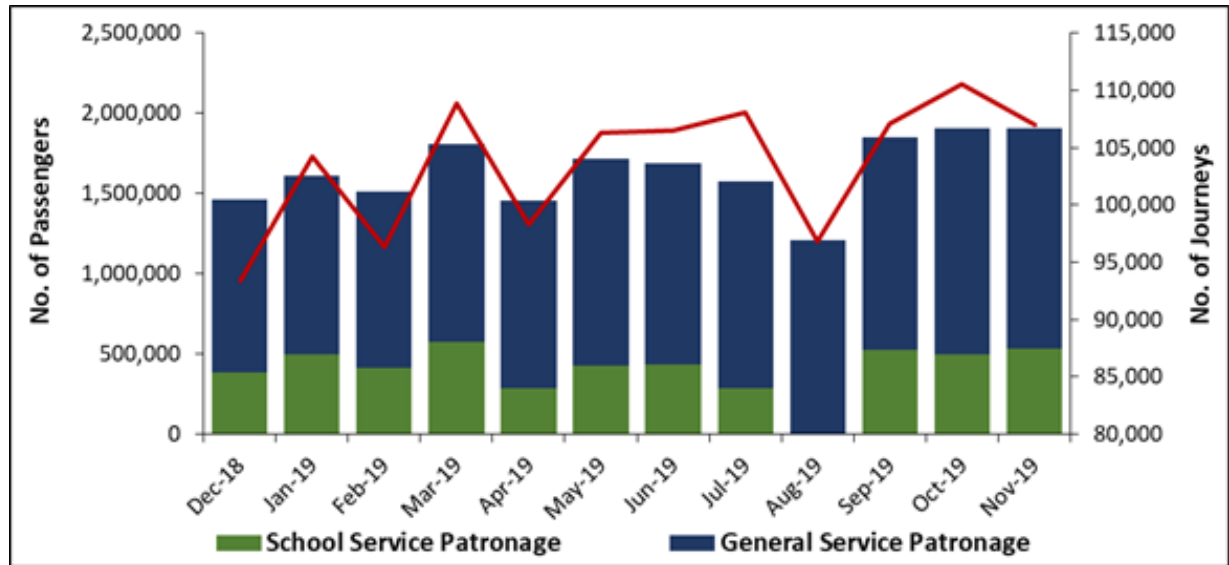
Overview

- 3.1 Over the 12-month period (Nov 18 – Oct 19), 83.6% (47.737 million miles) of the bus network mileage within Greater Manchester was provided on a commercial basis by over 35 operators. TfGM subsidised the remaining 16.4% (9.389 million miles per annum) which supported socially necessary and school bus services.
- 3.2 During Nov 19 there were 533 (compared to 546 in Nov 18) subsidised service contracts in operation, covering 576 (630, Nov 18) services and provided by 24 (24, Nov 18) operators. Subsidised bus mileage in Nov 19 was estimated to be 797,731 miles of which Stagecoach Manchester (24.6% market share), Diamond Bus (16.9%) and MCT (15.9%) operated 205 of the contracts and 57.4% (457,603 miles) of the subsidised network mileage. Diamond Bus are the second largest contractor, behind Stagecoach Manchester, with a subsidised mileage market share of 16.9% (Nov 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 Dec 18 to Nov 19.

Figure 3: Subsidised Bus Service Patronage (Dec 18 – Nov 19)



- 3.4 Subsidised service patronage (including school and general services) for Dec 18-Nov 19 was 19.698 million, generated from 1.243 million journeys which had increased (0.99%) from 19.504 million passengers in 2018/19. However, it is worth noting that the average number of passengers per journey remained static at 15.8. Both patronage and subsidised journeys numbers peaked in Oct 19, however passengers per journey remained relatively stable over the 12-month period. The subsidised service patronage demand represented approximately 10.6% of the overall bus market for Greater Manchester (186.7 million, Q3 2018/19 - 2019/20 Q1).
- 3.5 For Dec 18-Nov 19, the three principal operators (Stagecoach Manchester, Diamond Bus and MCT) carried 56.7% (11.178m million) of the subsidised service patronage, however, Stagecoach Manchester's share of patronage was 39.2% (7.715 million) of overall subsidised patronage.
- 3.6 School service patronage, which represented 24.7% of the overall subsidised bus demand, decreased by 1.1% between 2018/19 (4.917million) and Dec 18-Nov 19 period (4.864 million), but corresponded with an equivalent decline in number of contracted journeys (-1.8%). Average occupancy per school journey remained relatively stable (38.1; Dec 18-Nov 19). In terms of the school services, Stagecoach Manchester (1.314 million), R S Tyrer & Sons (0.931 million) and Vision Bus (0.502 million) carried 55.3% of the overall subsidised school patronage.

Contract Cost

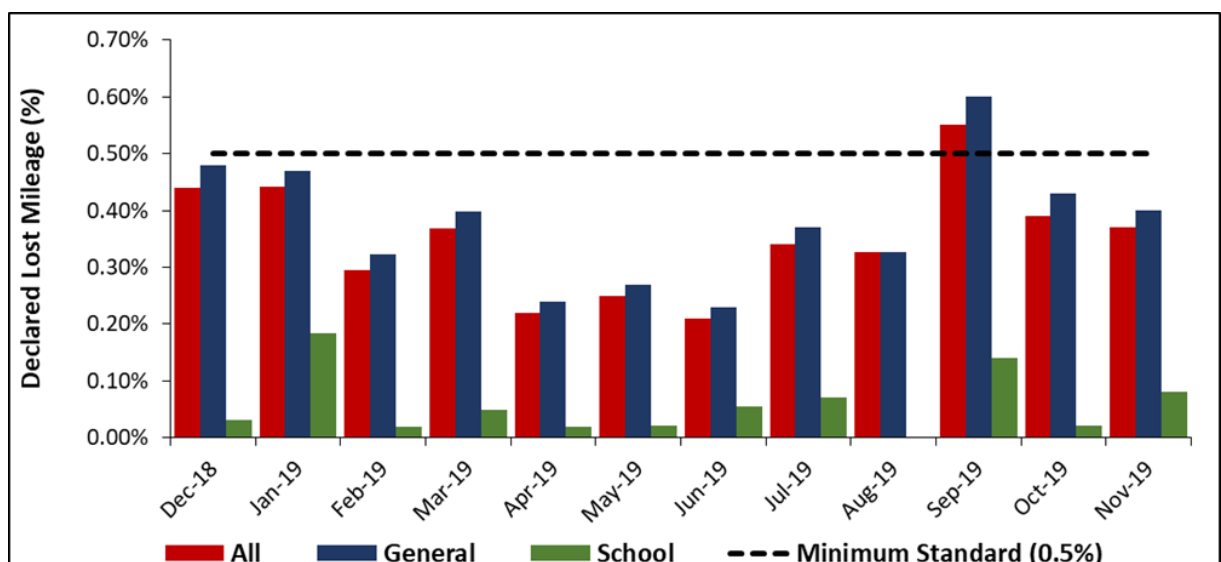
- 3.7 Overall contract cost for the Dec 18-Nov 19 period was £27.976 million, (net £24.601 million). Overall subsidised service expenditure remained relatively static compared to the 2018/19 figure (£27.422 million). Subsidised service cost per passenger (excluding de-

Minimis and Local Link contracts) was £1.68 (Dec 18 – Nov 19). Disaggregated by contract type, the ratios were £1.35 (General) and £1.80 (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 Dec 18 – Nov19 period, broken down by contract type is presented in Figure 4.
- 3.9 For the Dec 18 – Nov 19 period, the declared lost mileage was 33,104 miles (5,496 trips), which represented 0.36% of the subsidised schedule mileage. The 12-month declaration represented an improvement from the equivalent figure for 2018/19 (45,482 miles, 0.48%), and continued to operate within the industry standard (0.5%).

Figure 4: Declared Lost Mileage (Dec 18 – Nov 19)



- 3.10 The principal causes of the declared lost mileage during Dec 18 – Nov 19 period as identified by the operators, were vehicle breakdowns (13,430 miles; 2,074 trips, 40.6%) and traffic congestion / enforcement (6,794 miles, 1,380 trips, 20.5%). Staff issues accounted for 15.7% (5,212 miles, 765 trips) of the declared lost mileage.

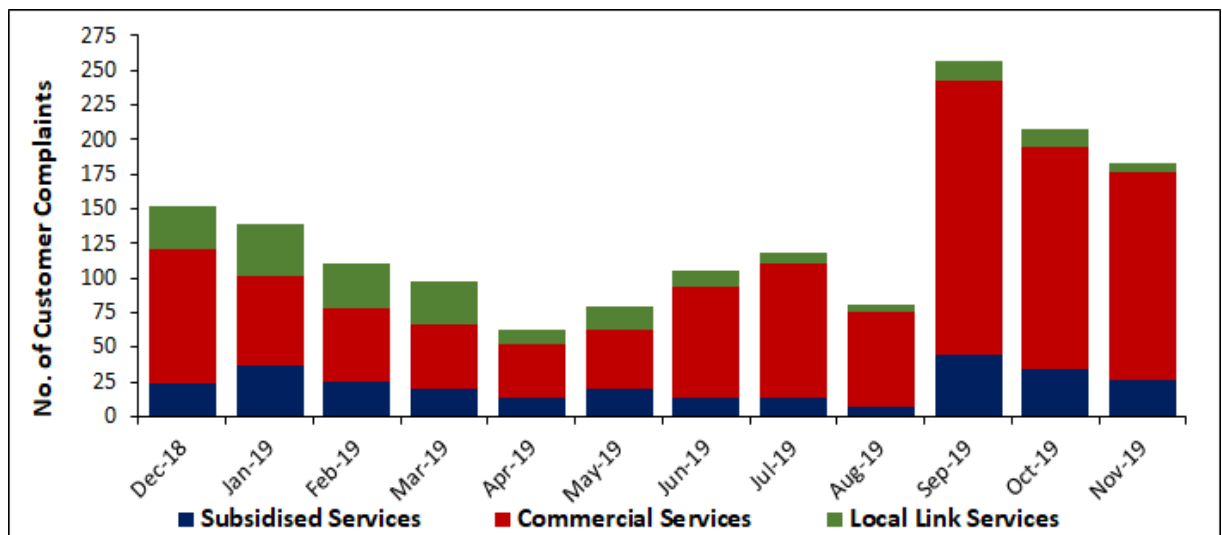
Operational Performance

- 3.11 The operational performance of the subsidised bus service network during the Dec 18 – Nov 19 period exceeded the overall network figures both for start point punctuality and reliability; at 89.5% and 98.9%. respectively. Mid point punctuality was observed at 83.8%, which was less than that for the overall network.

Customer Comments

- 3.12 For the Dec 18 – Nov 19 period, a total of 279 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.

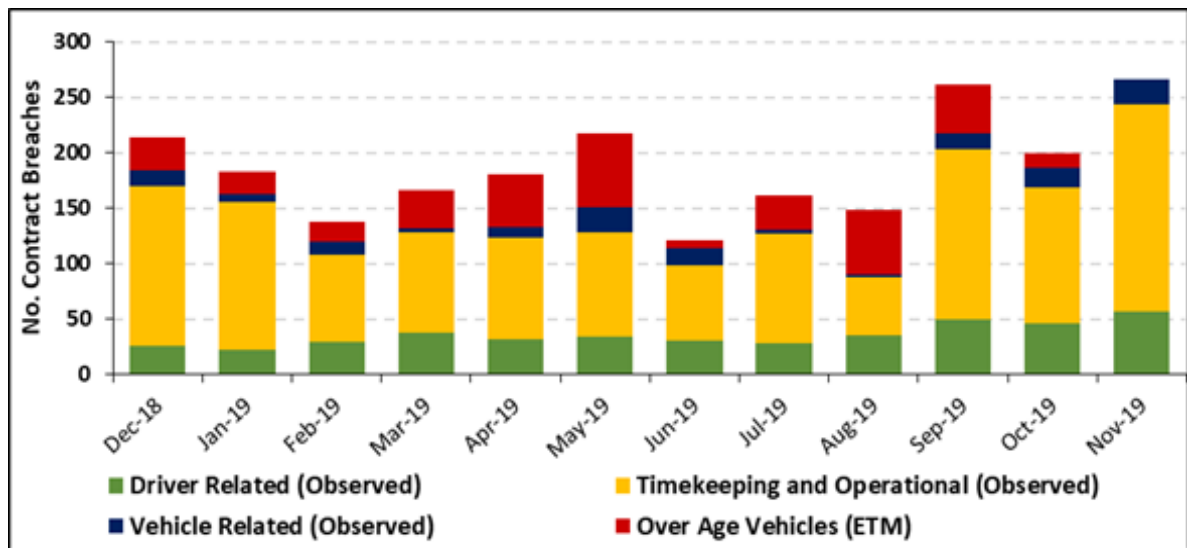
Figure 5: Customer Complaints / Comments (Dec 18 – Nov 19)



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 Dec 18-Nov 19 period.
- 3.14 During the review period there were 2,255 confirmed contract breaches. Timekeeping and operational breaches continued to be the main category of observed contract breaches (1,318; 58.4%).
- 3.15 The overall level of breaches in the review period equated to 0.02 breaches per mile and 0.36 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 (Dec 18 – Nov 19)



Vehicle Profile

Over 1,700 vehicles were deployed per month on the Greater Manchester subsidised bus network during the Dec 18 – Nov 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 (Oct 19), but differed significantly by contract type (i.e. General - 8.3 years and School - 10.4 years).

Deductions from Operator Payments

- 3.16 Contract deductions for the Dec 18 – Nov 19 period amounted to £236,987 and represented 0.9% of the total operator payment (£26.506 million); lower than the proportion deducted during 2018/19 (1.05%; £274,338). Most of the deduction (£148,782, 62.8%) was associated with the lost mileage declared through the operators' Electronic Ticket Machine (ETM) submissions. Nearly £11,800 was deducted for the deployment of over age vehicles.

4 IMPACT OF CHANGES TO THE SUBSIDISED BUS NETWORK

- 4.1 In January 2019 officers requested approval for a number of service changes to deal with reliability and punctuality issues being experienced on subsidised services. These requests were approved and came into effect in April 2019.
- 4.2 The changes requested were as detailed in the table overleaf:

Dist	Service No. and Route	Service Change
MR SD	27 Manchester – Salford Shopping Centre – Salford Royal Hospital - Swinton <i>Operated by Diamond</i>	<p>The Monday to Saturday hourly day-time service 27 is currently provided with the financial support from Transport for Greater Manchester.</p> <p>The operator had reported that Service 27 was experiencing punctuality problems. This was mainly owing to unpredictable general traffic congestion. In order to improve the punctuality and reliability, TfGM officers negotiated a change to the 27 timetable and added some additional running time. Consequently, the last two Monday to Saturday journeys from Manchester Shudehill now depart at a later time. The operator agreed to the timetable revision for no extra cost if the span of operation is reduced.</p> <p>Therefore, Officers proposed, and it was approved to curtail the last two Monday to Saturday journeys from Manchester at Weaste with effect from Monday 29th April 2019.</p> <p>There were no financial implications arising from this change.</p>
MR SD	29 Pendleton – MediaCityUK – Salford Royal Hospital – Swinton – Walkden – Little Hulton <i>Operated by Diamond</i>	<p>The daily including Bank Holiday hourly day-time service 29 is currently provided with the financial support from Transport for Greater Manchester.</p> <p>The operator reported that Service 29 was experiencing punctuality problems. This was mainly owing to unpredictable general traffic congestion. In order to improve the punctuality and reliability, TfGM officers negotiated a change to the 29 timetable and added some additional running time. The operator agreed to the timetable revision for no extra cost if the span of operation is reduced. Therefore, with effect from Sunday 28th April 2019, Officers proposed, and it was approved to curtail the following journeys:</p> <ul style="list-style-type: none"> - the last two Monday to Friday journeys from Salford Shopping Centre at Walkden and Swinton respectively; - the last Saturday journey from Salford Shopping Centre at Walkden; - the last Saturday journey from Little Hulton at Salford Royal Hospital; <p>In addition, due to the low level of use, Officers proposed, and it was approved to withdraw the following Sunday/Bank Holiday journey:</p> <ul style="list-style-type: none"> - 1625 journey (from Salford Shopping Centre – survey data shows an average of 3.48 passenger per trip will be affected by this change. <p>There were no financial implications arising from this change.</p>

WN	634 Wigan – Belle Green – Castle Hill Circular <i>Stagecoach</i> <i>Manchester</i>	<p>The Monday to Friday off-peak daytime service 634 is currently provided with the financial support from TfGM.</p> <p>The operator reported that Service 634 was experiencing punctuality problems. This was mainly owing to unpredictable general traffic congestion.</p> <p>In order to improve the punctuality and reliability, TfGM officers proposed, and it was approved to reduce the frequency from hourly to every 65 minutes to allow some recovery time, with effect from Monday 29th April 2019.</p> <p>The same number of trips are maintained, with the last journey from Wigan being 43 minutes later at 1358, currently 1315. In addition, the first journey from Hindley, Council Offices departs 18 minutes later.</p> <p>There were no financial implications arising from this change.</p>
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- 4.3 The key measure for reliability is lost mileage. Analysis of lost mileage for the 6 months preceding the change, and the 6 months post the change show an improving trend for declared lost mileage, meaning that the changes have had the desired positive impact on performance with no comments / complaints received from customers.

Service	Lost Mileage %												
	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
27	0.73%	1.03%	0.72%	0.18%	0.44%	0.17%	1.35%	0.38%	0.00%	0.00%	0.00%	0.84%	0.71%
29	0.58%	1.41%	1.24%	1.51%	0.85%	0.32%	0.41%	0.41%	0.17%	0.39%	0.00%	0.32%	0.31%
634	2.79%	2.71%	1.98%	2.14%	2.04%	0.00%	1.02%	0.00%	0.00%	0.00%	0.53%	0.00%	0.32%

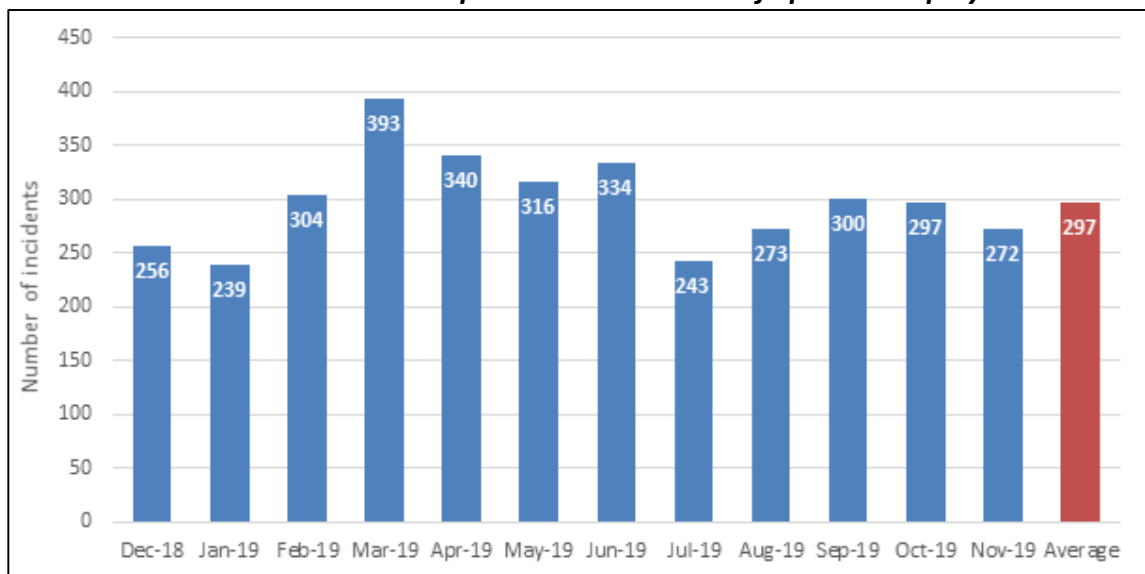
5 CRIME AND ANTI-SOCIAL BEHAVIOUR

- 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 first quarter of 2020 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.

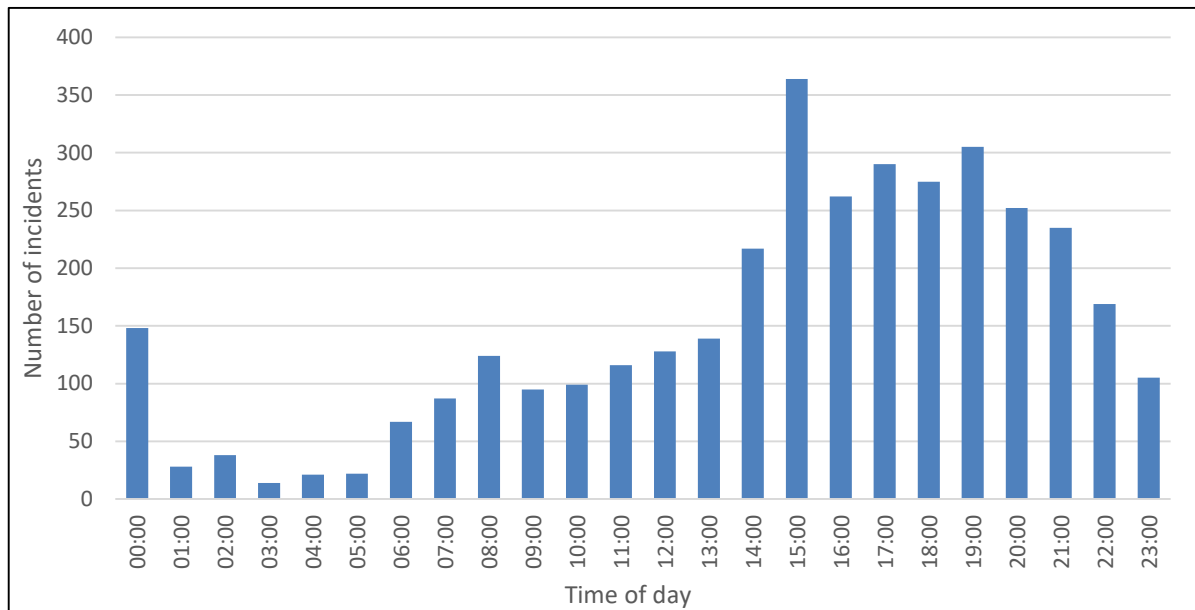
- The analysis below uses data drawn from a number of TravelSafe partners including GMP, Bus Operators and TfGM Staff. In total 3567 incidents were reported during the 12 months from December 2018 to November 2019, of these 44% were reported to GMP.
- On average 297 incidents were reported to the TravelSafe 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 to the partnership, of the 3567 incidents reported in the 12 months commencing December 2018 there were 517 assaults, 550 incidents of threatening behavior or verbal abuse, 374 incidents of criminal damage and 338 thefts or attempted thefts.
- Over the 12 months to November 2019, 53% of incidents on the bus network were on buses, 37% were at bus stations, 9% were at bus stops with 1% on other bus infrastructure such as at bus depots or on the Leigh Guided Busway.
- Analysis of the TravelSafe partnership data helps to identify the location and incident hot spots on the Bus network. For example, the bus station with the highest number of incidents from December 2018 to November 2019 was Wigan Bus Station. There were 234 incidents of crime and Anti-social behavior reported during the 12 month period. These included 28 Assaults, 31 incidents of threatening behavior and 54 reports of Anti -social behavior at the station. Further analysis of the data reveals that 114 (49%) of the incidents at Wigan Bus Station occurred during the evening period between 18:00-22:00. These examples for Wigan Bus Station demonstrate how the partnership data can be used to identify issues at a local level and to enable a coordinated approach to address and resolve these issues on the Bus network

6 BUSWAY SERVICE

- 6.1 The Busway service launched in April 2016 and patronage has grown consistently since that point. Having operated initially into Manchester city centre whilst the necessary bus priority works were completed in the regional centre, the full service to Oxford Road commenced in April 2017. Additional journeys were added in September 2018 to assist in reducing the impact on customers of the Manchester Salford Inner Relief Route (MSIRR) works. These additional journeys have been retained since then in order to provide capacity to deal with the current levels of demand.
- 6.2 Based on the outputs of customer satisfaction surveys, it is estimated that 20% of modal shift from the private car to the busway has taken place.
- 6.3 In the first year of operation, 217,508 passengers were carried during the month of November, this had increased in the same month the following year to 259,520 (a 19.3% increase), further to 291,684 in November 2018 (a 12.4% increase) and remaining steady at 291,461 in November 2019. This was however followed by a record weekly patronage figure of 71,626 in the first week of December 2019, 5.7% higher than the previous year.
- 6.4 The extremely high level of demand in peak periods can lead to challenges in terms of peak time capacity and work is ongoing with First Manchester to ensure that the available resource is provided at the most appropriate time. Some extra journeys have been added in the last 12 months which start at the Wardley Park and Ride site to assist in providing capacity specifically for the A580 East Lancs Road.

7 OUR PASS

- 7.1 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.
- 7.2 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.
- 7.3 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.

- 7.4 Our Pass was launched successfully with very few issues arising from its introduction. There are now in excess of 37,000 pass holders and over 50,000 journeys being made per day across the region.

8 RECOMMENDATIONS

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

Alison Chew
Interim Head of Bus Services