

Bus Franchising in Greater Manchester



Introducing the Bee Network

- We're building the Bee Network. A fully-integrated transport network which....
 - Brings together bus, tram and active travel by 2025 (with commuter rail to follow by 2030).
 - Delivers a transformation in the way people travel, with integrated fares, customer information - under a single, identifiable and accountable brand.
 - Supports our people and places to thrive, as well as the sustainable delivery of new homes and employment needed to accommodate GM's continued growth.



The Bee Network and Your Buses

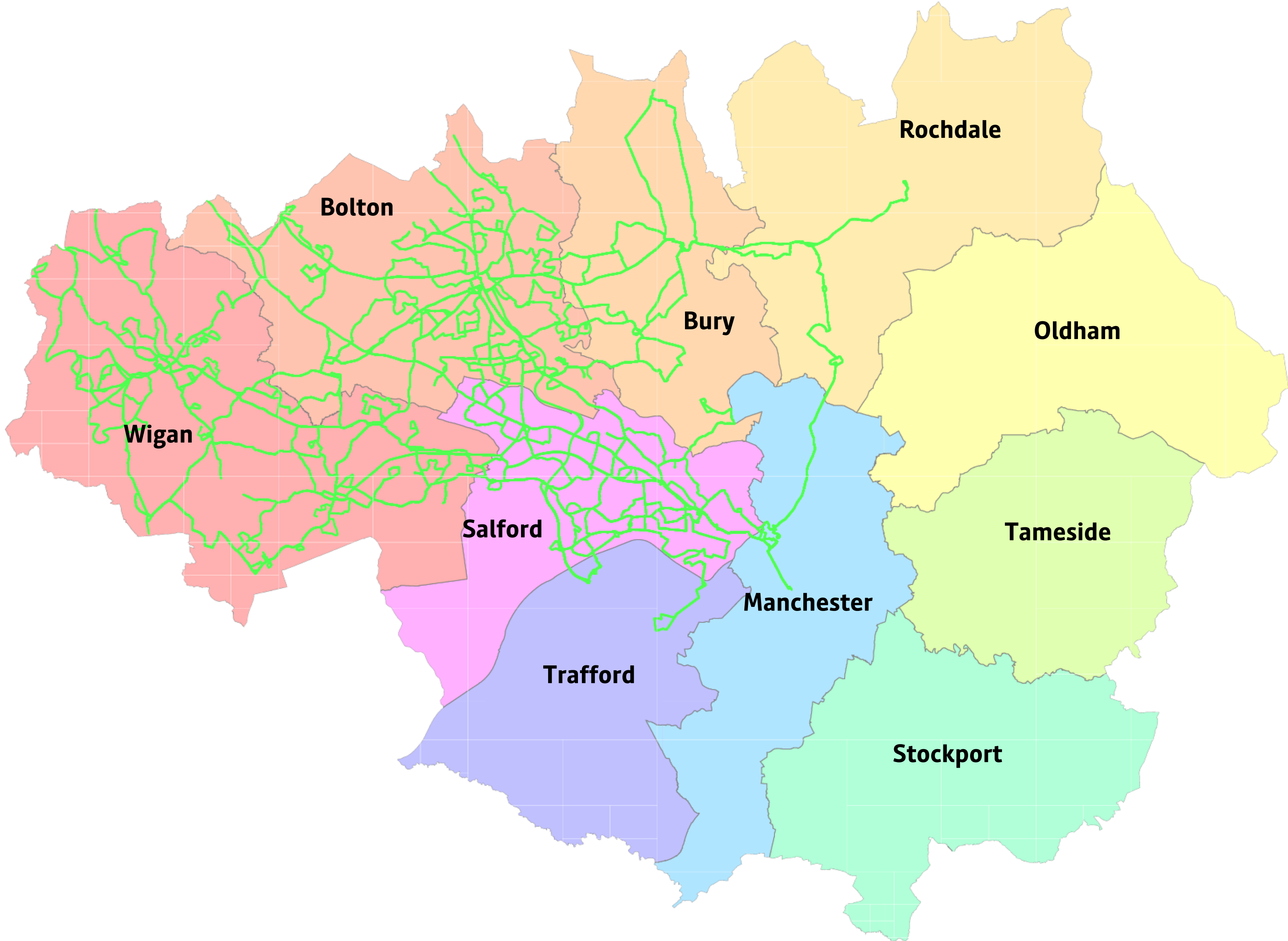
- Buses are the cornerstone of the Bee Network – accounting for around 75% of all public transport trips.
- The bus network provides a vital link to jobs and essential services, particularly for the 27% of GM households without access to a private car.
- However, the bus market has experienced a significant period of decline over recent decades – particularly in terms of patronage and mileage operated. Residents regularly point to the fragmented and confusing nature of the current system as reasons behind declining usage.
- This is why GM is undertaking the biggest reform to buses in nearly 40 years – bringing buses back under local control through franchising.
- Franchising is the system used to procure and co-ordinate bus services in many cities across Europe and the rest of the world. Under bus franchising, a transport authority - in this case, TfGM on behalf of the GMCA - contracts with transport operators to deliver services it specifies.
- Previously, franchising was only permitted in London in the UK; however, the Bus Services Act 2017 – introduced following direct pressure from Greater Manchester – gave the Mayor of Greater Manchester (and Mayors of other city regions) the power to introduce a franchising scheme, subject to an assessment of the existing bus market.

A guide to franchising

Deregulated system (1986-2025)		Franchised system (2023-)	
TfGM/GMCA	Bus operators	TfGM/GMCA	Bus operators
Bus stops Interchanges Information (shared) Cost risk (limited) Local concessions Support for socially necessary services* <small>*TfGM sets the frequency and some specifications for supported services.</small>	Service delivery Fares/ticketing Service frequency Information (shared) Revenue/patronage risk Cost risk Branding and marketing Network design Customer relations Employment of staff Maintenance, specification and deployment of fleet Depot ownership Onboard technology	Bus stops Interchanges Information Fares/ticketing Local concessions Service frequency Revenue/patronage risk Cost risk (shared) Performance monitoring Branding and marketing Network design Customer relations Specification and deployment of fleet Depot ownership Onboard technology	Service delivery Cost risk (shared) Performance risk Employment of staff Maintenance of fleet

Tranche 1

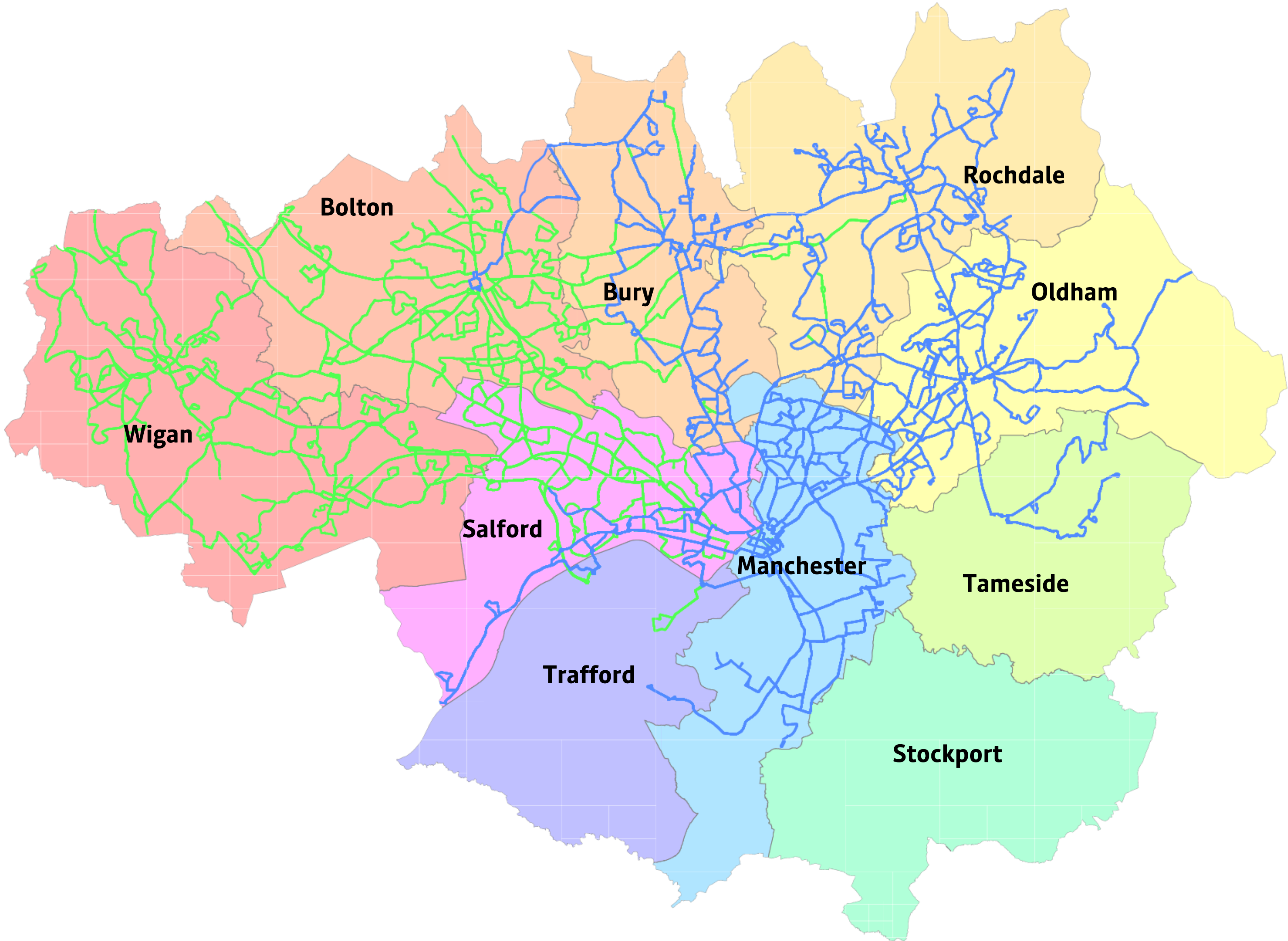
24 September
2023



Excludes school services

Tranche 2

24 March
2024

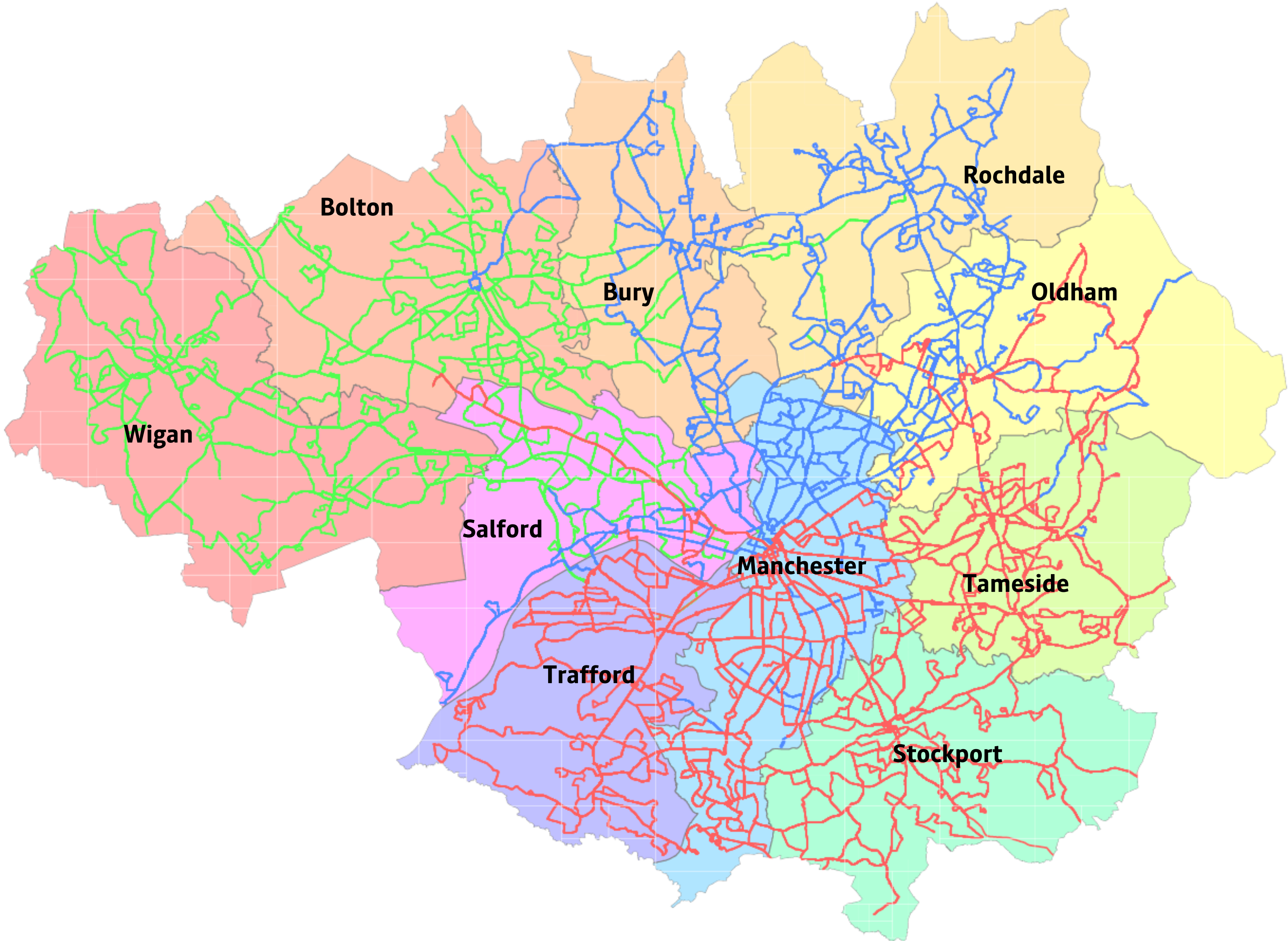


Note: Tranche 2 bus services shown overlapping any tranche 1 bus services operating on the same section of road

Excludes school services

Tranche 3

5 January
2025



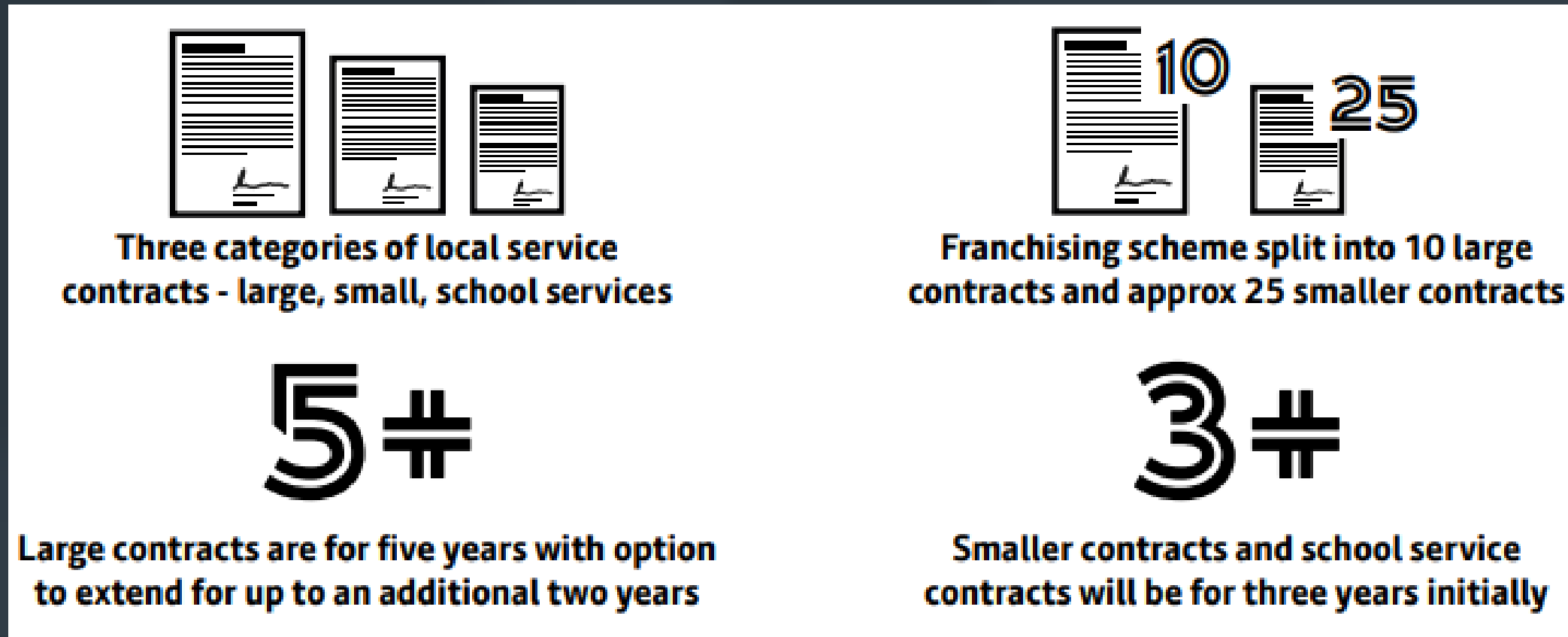
Note: Tranche 3 bus services shown overlapping any tranche 1 & 2 bus services operating on the same section of road

Excludes school services

Cross-boundary services

- Many parts of Greater Manchester are served by buses that originate from outside of GM. These services play an important part in GM's local transport network.
- Under franchising, operators are required to apply to TfGM for a Service Permit to run bus services into GM.
- Permits require operators to meet GM's operational standards (e.g. environmental, accessibility, safety etc), provide appropriate levels of passenger information that can integrate with Bee Network systems (e.g. real time information) and accept and sell Bee Network tickets within the GM boundary.
- Services seeking a permit must also be judged to benefit bus passengers within GM and not have an adverse effect on franchised services.
- This approach is in place and working well in relation to cross boundary services to/from the Tranche 1 area.

Operators & contracts



- Local control and accountability are key elements of the Bee Network, and customer focused performance targets, including punctuality and reliability of services and levels of customer complaints, will be central to operators' contracts and help us to deliver continuous improvements to the bus network.
- To date, the costs for franchise contracts have been competitive, particularly when compared to the costs of tendering individual services. Increasingly, we cannot afford not to franchise.
- Employees at current bus operators will be protected by TUPE regulations during the transfer to new operators.
- Operators have provided strong social value plans, e.g. commitments in line with the Greater Manchester Good Employment Charter.

Tranche One (NOW LIVE)

Go North West

Bolton and Wigan

large franchises



Diamond

Seven small franchises



Tranche Two (24th March 2024)

Stagecoach



Middleton, Oldham and Queens Road large franchises

Diamond

Oldham small franchise



First

Rochdale A & B small franchises

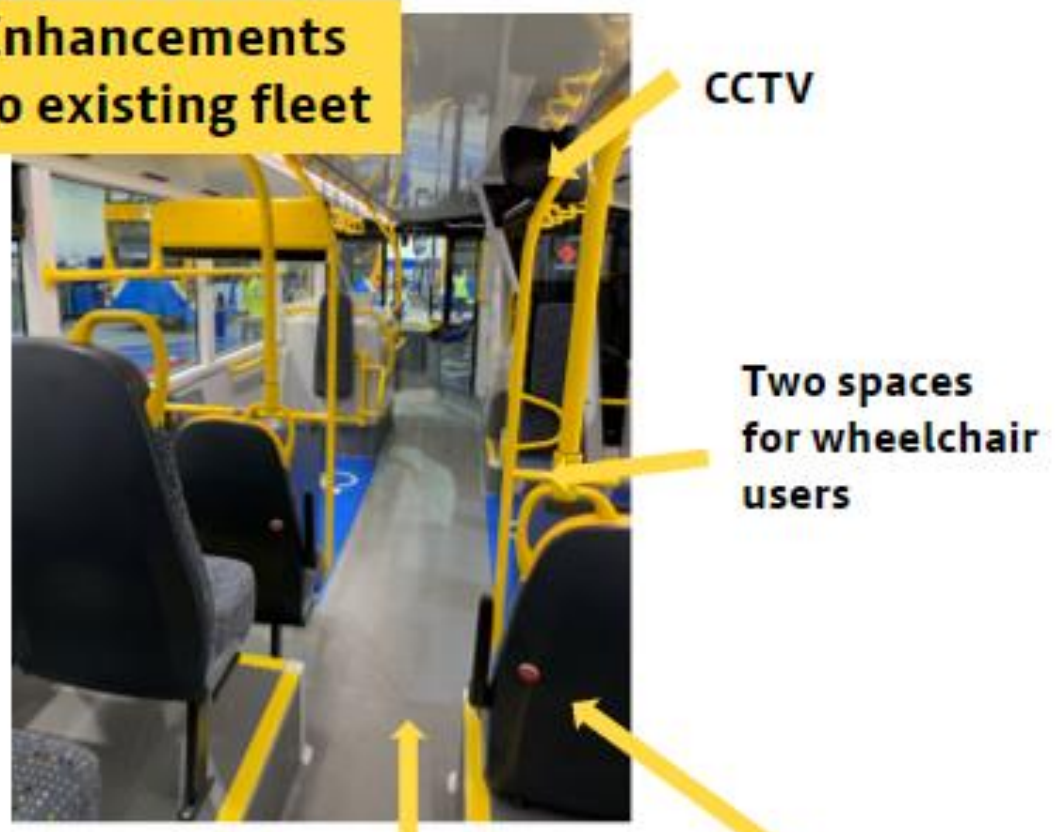


Tranche Three (5th January 2025)

To be confirmed

Vehicles

Enhancements to existing fleet



CCTV

Two spaces for wheelchair users

Anti-slip flooring

LED interior lighting

Audio-visual announcement system

Hearing induction loop



New vehicles



White LED exterior destination displays

USB charging ports

High back seating



The transition to franchising includes a significant investment into improving GMs bus fleet. This includes:

- **New Zero Emission Buses**
 - 50 already on the streets through T1 and 50 more on order for T2 - provided by TfGM and leased to operators
 - A further 170 to come through ZEBRA programme
- **New Euro VI Buses** - provided by operators

All new buses will be of best in class standards – following consultation with representative groups.

A programme to upgrade much of the existing fleet is also underway

Simpler fares



AnyBus in GM

		I will pay
As a customer travelling on any bus in Greater Manchester , I can purchase the following tickets:	Single fare	£2 adult £1 child
	1-day Bee AnyBus	£5 adult £2.50 child
	7-day Bee AnyBus	£21 adult £10.50 child
	28-day Bee AnyBus	£80 adult £40 child

AnyBus + Tram

		I will pay:
If I want to travel on AnyBus + Tram I can buy:	1-day Bee AnyBus + Tram (Anytime) zonal Variants	£6 - £9.50 adult £3 - £4.80 child
	1-day Bee AnyBus + Tram (off- peak) zonal variants	£5.40 - £7.80 adult £2.70 - £3.90 child
	7-day Bee AnyBus + Tram zonal variants	£24.80 - £41 adult £12.40 - £20.50 child
	28-day Be AnyBus + Tram zonal variants	£91.40 - £136 adult £45.70 - £68 child



- Our ticketing offer will evolve through to 2025, when Pay As You Go will be available to customers, with a day and weekly cap across both bus and tram
- For those that wish to continue to pay for travel in advance, this will still be available but will be much simpler, ensuring customers are able to choose which product best suits their needs.

Customer commitments

- Our customer commitments are our promise to users of the Bee Network.
- They set out what customers can expect from the Bee Network and how to provide feedback and suggestions for improvement – including through Rate Your Journey and the new Bee Network Customer Contact Centre



Safe

We will create a safe and secure network



Accessible

Everyone can use us



Reliable

We will deliver a reliable network



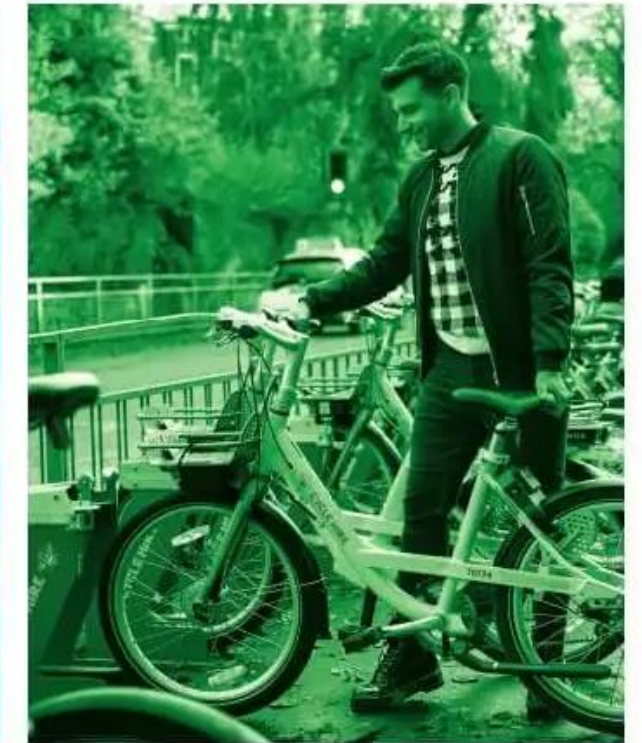
Affordable

We will keep the cost of travel as low as possible



Accountable

We will use your feedback to shape the Bee Network



Sustainable

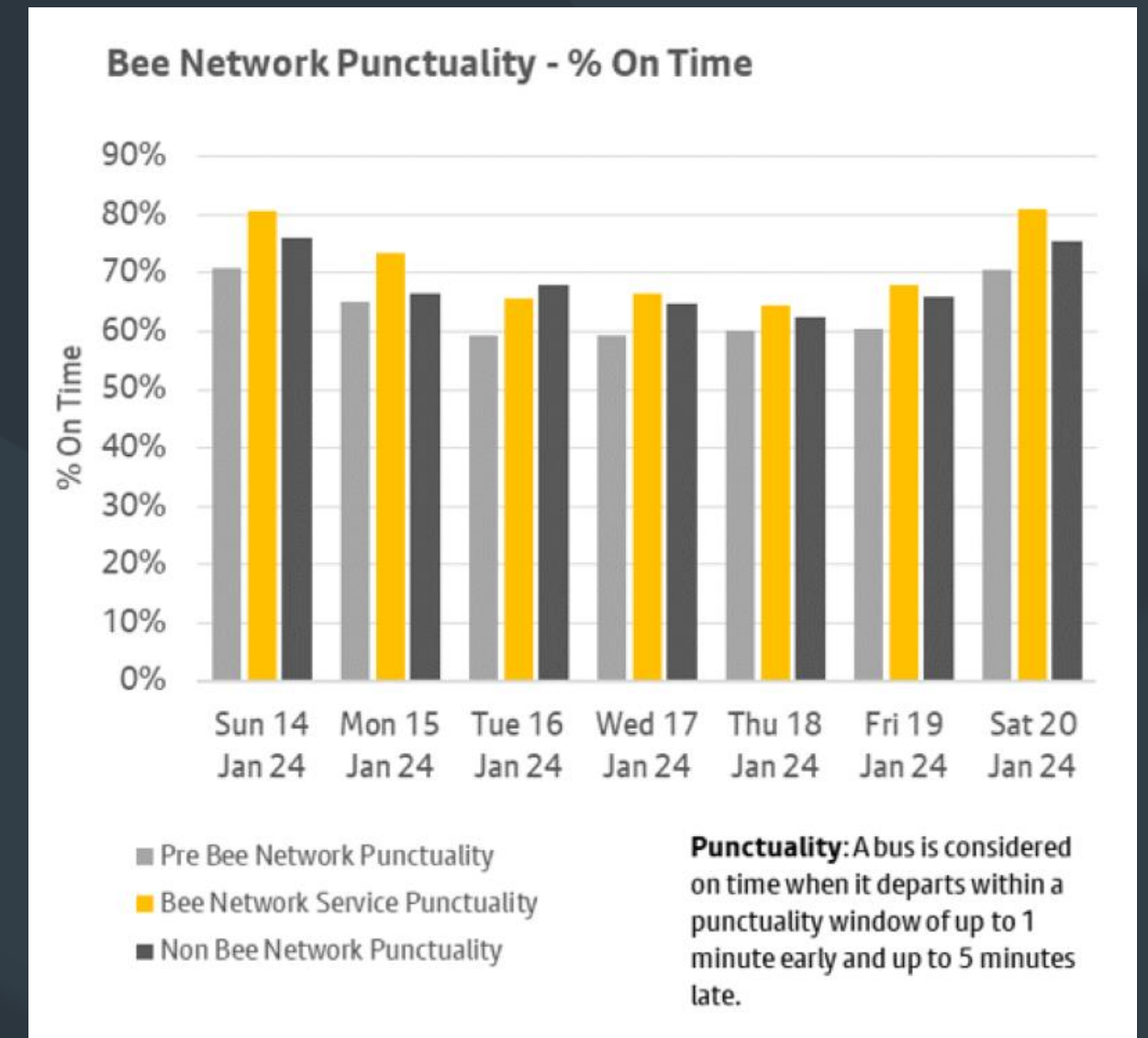
We will take the lead in creating a greener, healthier Greater Manchester

Tranche 1 – Update

In line with our commitment around accountability, we'll be reporting performance data to customers weekly – including on social media. Latest punctuality data for Bee Network services in the Tranche 1 area shows improving performance.

We are also actioning customer feedback in relation to services and customer experience, with:

- Timetable improvements coming into effect in T1 this month, which will be followed by further changes planned in April with more and new buses coming into service.
- Further updates to the Bee Network App in development and due to launch alongside T2.



Accountable

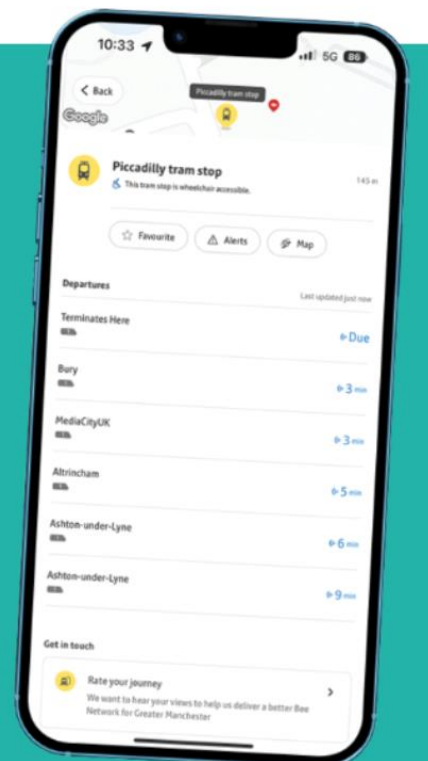
We will use your feedback to shape the Bee Network

YOU SAID

You wanted to be able to see service status and alerts

WE DID

We've added an "alerts" button under every stop and station



Greater Manchester Bus Strategy

Our strategy sets out our vision for better buses in Greater Manchester, including:

- Ambitions for the bus network beyond franchising.
- How the network will be designed and governed.
- How it will develop to 2030.
- The need for appropriate support and funding from government and others.
- It is not a funded delivery plan. Full delivery is likely to require additional funding.

As part of the Bee Network, we want the bus to be the first choice for more journeys in Greater Manchester.



Developing the Network

Network Reviews are the mechanism through which we will develop the bus network in a coordinated, planned and consistent manner, as part of the wider Bee Network.

Operational changes can (and have) been introduced outside of this process, but where network or strategic changes are required, it is the intention we will use the Network Review process to ensure consistency and accountability.

Stage 1 – Evidence Gathering and Stakeholder Engagement

Stage 2 – Analysis, option generation, appraisal and recommendations

Stage 3 – Consultation (where required)

Stage 4 – Approval by Bee Network Committee

Stage 5 – Mobilisation

Network Reviews are expected to take approximately **12 months** from initiation to mobilisation. The first (within Bolton) has already commenced.

Initial targets to 2030

Patronage

- A **30% increase in bus patronage** from 2022/23 levels, with Bee Network targets to be confirmed through LTP process.

Frequency

- By 2030, we will aim for **buses to run at least every 12 minutes on key orbital and radial routes**.
- We will aim to provide **90% of the entire Greater Manchester population with a 30-minute frequency bus or Metrolink service** on weekdays within 400m of their home. Other options (e.g. DRT) will be put in place in parts of the city region where this is not possible.

Infrastructure

- We intend to **deliver on-street bus improvements across 70km of high frequency, strategic bus routes** across Greater Manchester by 2030.

Affordability

- We will **keep fares as low as possible** across the Bee Network and reinvest any surplus back into the transport system.

By 2030, we want our buses to carry over
200 million
journeys per year.

In the future...

We want Greater Manchester's bus system to:

- Provide consistent and attractive car-free connectivity for all.
- Connect to other parts of the Bee Network and longer distance public transport.
- Support attractive urban places, including town centres and new developments.
- Have a positive impact on public health and the environment.
- Provide people with more travel options in the day and night.
- Be accountable and a source of shared local pride.

THANK
YOU

