TRANSPORT FOR GREATER MANCHESTER COMMITTEE
REPORT FOR INFORMATION

Sub Committee: Bus Networks and TfGM Services
Date: 07 July 2017
Subject: Staff coverage at TfGM bus stations and interchanges on Sundays and Bank Holidays
Report of: Head of Bus

PURPOSE OF REPORT

To inform members of changes in staffing arrangements at TfGM bus stations and interchanges on Sundays and Bank Holidays.

RECOMMENDATIONS

Members are asked to:

i. Note the amended hours of staff coverage on Sundays and Bank Holidays at TfGM bus stations and interchanges;
ii. Note that changes of staff coverage at Hyde Bus Station; and
iii. Note that the above changes will come into effect on Sunday 16 July 2017.

BACKGROUND DOCUMENTS

N/A

CONTACT OFFICERS

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1. Introduction and Background

1.1 TfGM bus stations and interchanges are classified either as grade 1 or 2, depending on the level of facilities provided at the location. Currently there are twelve Grade 1 bus stations and interchanges, all of which are provided with Travelshops, comprehensive passenger facilities and supporting crew accommodation for bus operators.

1.2 In respect of grade 2 bus stations, ten are provided throughout Greater Manchester. These bus stations (with the exceptions of Hyde, INTU Trafford Centre & Wythenshawe) are unstaffed. Only Hyde bus station, Eccles Interchange & Wythenshawe Interchange have a Travelshop facilities.

1.3 Grade 1 stations are staffed between the hours of 07:00 – 23:00 Monday to Saturday and 0700 – 1800 on Sundays and Bank Holidays. However, to provide this level of coverage, requires staff to work alone for a total of 8 hours. This situation arose after the staffing levels were reduced in 2013 to deliver operational cost efficiencies due to ongoing budget reductions.

1.4 Although extremely rare, incidents of antisocial behaviour do occur on bus stations and there have been a small number of incidents where bus station operational staff have been on duty alone and are vulnerable to physical and verbal assault.

2. Operational Changes

Sundays and Bank Holidays

2.1 TfGM’s Bus Station Operational function are currently recruiting staff to ensure that throughout the hours of staff coverage, a minimum two operational staff are on duty at any one time, thus removing the risk associated with lone working. The exception to this are bus stations/interchanges at Manchester Airport bus station and the INTU Trafford Centre which fall outside of TfGM’s ownership. In both these instances, TfGM staff at these sites are robustly supported by GMP officers and INTU Security staff.

2.2 To remove lone working practices, without significantly incurring additional operating cost, requires changes in hours of staff coverage on Sundays and Bank Holidays. The hours of staff coverage at grade 1 bus stations and interchanges will be amended from 07:00 – 18:00 to 10:00 – 17:00.

2.3 In respect of the impact on passengers and services provided to bus operators, table 1 overleaf identifies between 2011 up to May 2017 the significant decrease in bus departures on Sunday mornings.
2.4 The reduction in bus departures identifies that the requirement for crew facilities to be available before 10:00 has reduced and is no longer considered to be a significant priority.

2.5 It is also considered that by providing staff at the bus station/interchange between 10:00 – 17:00, covers the period of the day when passenger numbers are the highest and provides a service to those travelling who work in the retail environment. These changes also continue support to bus operators during their peak operational hours.

2.6 Members are requested to note that the changes in staffing arrangements are restricted to Sundays and Bank Holidays. Grade 1 bus stations and interchanges will continue to be staffed between the hours of 07:00 – 23:00 Monday to Saturday.

**Hyde Bus Station**

2.7 As referenced above, Hyde bus station is categorised as a Grade 2 and is currently staffed between 07:00 – 21:00 Monday – Saturday but unstaffed on Sundays.

2.8 To eliminate lone working, hours of staff coverage are to be reduced but presence will be maintained across the busiest times of the day. Subsequently, the hours of staff coverage will be amended to 07:00 - 19:00 Monday – Friday and 09:00 – 17:00 Saturday.
2.9 In respect of passenger impact, the level of departures from Hyde after 19:00 reduce by almost 50%. Currently, during the week between 17:00 – 19:00 there are 74 bus departures and between 19:00 – 21:00 there are 42 bus departures from Hyde bus station. The changes referenced above, ensure that there will always be a minimum of 2 staff on duty at the busiest times and when the majority passengers are traveling.

3. Recommendations

3.1 Recommendations are set out at the front of this report.

Howard Hartley

Head of Bus