Transport for Greater Manchester Committee
Bus Network and TfGM Services Sub Committee

Date:     Friday 10 July 2015
Time:     10:30 am
Venue:    Reception Room, Town Hall, Albert Square, Manchester M60 2LA

Group Meetings
Labour: 9.30 am Room 312 Level 3, Manchester Town Hall.
Conservative: 9.30 am, Committee Room 6, Level 2, Town Hall Extension Manchester.

Membership of the Sub Committee:


Substitute Members:

Councillors: Duckworth, Garrido, Harkin, Hibbert, Rawlins, Roberts and Teubler

Transport for Greater Manchester Committee is a Joint Committee of the Greater Manchester Combined Authority and the 10 Greater Manchester District Councils
AGENDA

PART A

Section 1 - Standing Items

1. Apologies For Absence

2. Urgent Business (if any) at the discretion of the Chair.

3. Declarations of Interest in any contract or matter to be discussed.
   (if any Member has a personal/prejudicial interest please complete the form
   enclosed and hand to the committee clerk at the beginning of the meeting.)

4. Membership of the Sub Committee 2015/16

   Bus Network and TfGM Services (13 members) comprising of 9 Lab, 3 Con, 1 LD.

   Members:

   Cllr Shakil Ahmed      Lab         (Rochdale)
   Cllr Mark Aldred (Chair) Lab         (Wigan)
   Cllr Noel Bayley       Lab         (Bury)
   Cllr Warren Bray       Lab         (Tameside)
   Cllr Philip Burke      Lab         (Rochdale)
   Cllr David Chadwick    Lab         (Bolton)
   Cllr Rob Chilton       Con         (Trafford)
   Cllr Stuart Haslam     Con         (Bolton)
   Cllr Naeem Hassan      Lab         (Manchester)
   Cllr Syd Lloyd         Con         (Stockport)
   Cllr Chris Paul        Lab         (Manchester)
   Cllr Howard Sykes      LD          (Oldham)
   Cllr Barry Warner (Deputy Chair) Lab         (Salford)

   Substitutes:

   Cllr Ian Duckworth     Con         (Rochdale)
   Cllr Robin Garrido     Con         (Salford)
   Cllr Guy Harkin        Lab         (Bolton)
   Cllr David Hibbert     Lab         (Oldham)
   Cllr Tracey Rawlins    Lab         (Manchester)
   Cllr Iain Roberts      LD          (Stockport)
   Cllr Josie Teubler     Lab         (Manchester)
5. Terms of Reference

TfGMC, at its meeting on 12 June 2015 approved the following Terms of Reference for Bus Network and TfGM Services Sub Committee:-

The Bus Network and TfGM Services Sub Committee, in accordance with the Committee’s policies for integrated public transport:

1. Considers all matters relating to the operation and service performance of the bus network in Greater Manchester, including commercially registered and subsidised services; bus stations and bus stops; passenger information services; contract monitoring; vehicle standards; and passenger safety for the subsidised bus network.

2. Considers the operation, performance and development of the TfGMC accessible transport provision.

3. Monitors:
   • the detailed performance of the tendered bus network;
   • the detailed operation and performance of the accessible transport services provided by the Committee and GMCA;
   • commercial bus services which make use of TfGM facilities such as bus stations, concessionary fares and Section 106 (1) grants to bus operators;

4. Under delegated authority, reviews closely and approves all proposed changes to the subsidised bus network and ensures that the cost of the subsidised general services is kept within the appropriate budget or any cash limit set by GMCA.

5. Under delegated authority, approves any operational proposals relating to the Executive’s provision of bus station, stop/shelter and passenger information services

6. Discharges the above within GMCA’s capital and revenue budgets, set by GMCA.

6. Programme of Meetings

At its meeting on 12 June 2015, TfGMC, approved the following programme of Bus Network and TfGM Services Sub Committee meetings for 2015/16:-

- Friday 10 July 2015
- Friday 9 October 2015
- Friday 20 November 2015
- Friday 15 January 2016 – 2pm
- Friday 11 March 2016 – 2pm
- Friday 22 April 2016

Meetings to commence at 10.30 am unless otherwise indicated.
7. Minutes
To consider as a correct record the Minutes of the Bus Network and TfGM Services Sub Committee, held on 17 April 2015.

Section 2 - Items for Information

8. Manchester Metroshuttle Route Changes
9. Bus Network Performance

Section 3 - Items for Resolution by TfGMC

10. Forthcoming Changes to the Bus Network
11. Exclusion of Press and Public

That, under section 100 (A)(4) of the Local Government Act 1972 the press and public should be excluded from the meeting for the following item of business on the grounds that this involves the likely disclosure of exempt information, as set out in paragraph 3, Part 1, Schedule 12A, Local Government Act 1972 and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

The Sub Committee is recommended to agree the necessary resolution excluding the public from the meeting during consideration of this item.

PART B

12. Forthcoming Changes to the Bus Network
13. Review of Subsidised Bus Services Budget
14. Supplier Rating
15. Subsidised Bus Service Performance
16. Ring and Ride Performance Update

Further Information
For copies of papers and further information on this meeting please refer to the website www.tfgmc.gov.uk
Alternatively, contact the following Committee Officer:

Nicola Ward  
Tel: 0161 234 3644  
Email: n.ward@agma.gov.uk

This agenda was issued on 2 July 2015 on behalf of Sir Howard Bernstein, Clerk to the Joint Committee and Donna Hall, Secretary to the Joint Committee c/o GMIST, PO Box 532, Town Hall, Albert Square, Manchester, M60 2LA
<table>
<thead>
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<th>Minute Item No. / Agenda Item No.</th>
<th>Nature of Interest</th>
<th>Type of Interest</th>
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PRESENT:

Councillor David Chadwick  Bolton Council
Councillor Stuart Haslam  Bolton Council
Councillor Noel Bayley  Bury Council
Councillor Howard Sykes  Oldham Council
Councillor Shakil Ahmed  Rochdale MBC
Councillor Phillip Burke  Rochdale MBC
Councillor William Wragg  Stockport MBC
Councillor Warren Bray  Tameside MBC
Councillor Rob Chilton  Trafford Council
Councillor Naeem Hassan  Manchester CC
Councillor Chris Paul  Manchester CC
Councillor Mark Aldred  Wigan (Chair)

OFFICERS IN ATTENDANCE:

Howard Hartley  Head of Bus, TfGM
Martin Shier  TfGM
James Lewis  TfGM
Nick Roberts  TfGM
Michael Evans  TfGM
Clair Leeming  TfGM
Lynne Hagan-Lynch  TfGM
Julie Reddington  TfGM
Sean Dyball  TfGM
Julie Gaskell  GMIST

ALSO PRESENT: (Part A items only)

Chris Bowles  Stagecoach
Guy Warren  First Manchester
John Rimmer  Arriva Manchester
Rick Halsall  Arriva Manchester
BN/14/66    APOLOGIES FOR ABSENCE

An apology was received from Councillor Warner, Salford CC.

BN/14/67    WELCOME AND INTRODUCTIONS

The Chair welcomed Members to the Bus Network and TfGM Services Sub Committee meeting and also welcomed representatives from Bus Operators.

BN14/68    DECLARATIONS OF INTEREST

None were received.

BN14/69    MINUTES

The Minutes of the Bus Network and TfGM Services Sub Committee meeting held on 6 March 2015 were submitted.

Resolved/-

That the Minutes of the Bus Network and TfGM services Sub Committee, held on 6 March 2015, be agreed as a correct record.

BN14/70    PROVISION OF PASSENGER INFORMATION

A report was presented from Lynne Hagan-Lynch (TfGM) which updated the Sub Committee on the provision of passenger information during the period 1 September 2014 to 28 February 2015 in Greater Manchester.

Members particularly noted that the new proposed TfGM journey planner, Optimised Public Transport Integration System (OPTIS), is planned for implementation by the end of September 2015. The system, which is funded by the Local Sustainable Transport Fund, will provide real-time passenger travel information and be available across a variety of smart digital platforms.

Resolved/-

That the report be noted.

BN14/71    CUSTOMER COMMENTS

Members considered a report presented by Julie Reddington (TfGM) which advised the Sub Committee that the total number of comments received by
Transport for Greater Manchester (TfGM) between 1 July 2014 and 31 December 2014 was 3,438 of which 3,368 were complaints. 9 compliments were received and 61 requests for information made under the Freedom of Information (FOI) Act.

The Sub Committee thanked operators for their input to the report and recognised the difficult and challenging circumstances which impact on bus performance. A Member highlighted that Stagecoach had reported a reduced number of complaints and felt that this success should be an ambition replicated across Greater Manchester.

Members queried the amount of twitter Metrolink data and the low level cycle complaint figures indicated in the report; and were concerned that not all cyclist issues had been reflected. Officers responded that more analytical information will be provided to the Sub Committee at a future meeting.

In response to a query raised by a Member regarding the commentary of customer comments received by First Manchester, it was highlighted by Guy Warren that updated commentary had not been included in the report. Mr Warren advised that the customer contact which was previously managed during office hours was now extended from 7am to 7pm weekdays and 9am to 5pm on Saturdays. This service will answer Tweets and provide a proactive customer service. It was also reported that work was ongoing with customer service training for the First Manchester driving team with the implementation of a new GPS software to be rolled out. This would assist controllers with the management of traffic queues.

TfGM officers apologised for the error regarding the omission of the updated information and agreed to circulate this after the meeting and appended to these minutes.

Resolved/-

1. To note the report.
2. That the updated commentary of First Manchester’s customer comments received be circulated to the Sub Committee Members.
3. A fuller presentation on OPTIS will be provided at a future meeting.

**BN 14/71 – 2 – First Manchester Customer Comments Data as omitted within report.**

<table>
<thead>
<tr>
<th>Period</th>
<th>July 13 - Dec 13</th>
<th>July 14- Dec 14</th>
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<tbody>
<tr>
<td>Total Bus operator complaints</td>
<td>7117</td>
<td>9128</td>
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<table>
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<tr>
<th>Complaint Categories</th>
<th>July 13 - Dec 13</th>
<th>% of all complaints</th>
<th>July 14- Dec 14</th>
<th>% of all complaints</th>
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<tr>
<td>Quality of Service</td>
<td>3798</td>
<td>53.37</td>
<td>1613</td>
<td>17.67</td>
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<td>Staff</td>
<td>2299</td>
<td>32.30</td>
<td>2429</td>
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<td>Performance</td>
<td>July 13 - Dec 13</td>
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<td>% of all complaints</td>
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<tr>
<td><strong>Passes/Permits/Tickets</strong></td>
<td></td>
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<tr>
<td></td>
<td>308</td>
<td>4.33</td>
<td>436</td>
<td>4.78</td>
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<tr>
<td><strong>Attractiveness and Comfort</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>153</td>
<td>2.15</td>
<td>141</td>
<td>1.54</td>
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<tr>
<td><strong>Unhappy with response</strong></td>
<td>N/A</td>
<td>N/A</td>
<td>6</td>
<td>0.07</td>
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<tr>
<td><strong>Quality of Service</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Service Continually Unreliable</strong></td>
<td>295</td>
<td>4.15</td>
<td>518</td>
<td>5.67</td>
</tr>
<tr>
<td><strong>Service Failed</strong></td>
<td>1374</td>
<td>19.31</td>
<td>1962</td>
<td>21.49</td>
</tr>
<tr>
<td><strong>Withdrawal of Route</strong></td>
<td>42</td>
<td>0.59</td>
<td>66</td>
<td>0.72</td>
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<tr>
<td><strong>Didn’t stop</strong></td>
<td>896</td>
<td>12.59</td>
<td>1053</td>
<td>11.54</td>
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<tr>
<td><strong>Service Late</strong></td>
<td>1103</td>
<td>15.50</td>
<td>1849</td>
<td>20.26</td>
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<tr>
<td><strong>Early</strong></td>
<td>100</td>
<td>1.41</td>
<td>91</td>
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<tr>
<td><strong>Network related</strong></td>
<td>60</td>
<td>0.84</td>
<td>68</td>
<td>0.74</td>
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<tr>
<td><strong>Staff Performance</strong></td>
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<tr>
<td><strong>Abusive/Rude</strong></td>
<td>27</td>
<td>0.38</td>
<td>51</td>
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<td><strong>Poor Driving</strong></td>
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<td>13.47</td>
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<td><strong>Unhelpful</strong></td>
<td>675</td>
<td>9.48</td>
<td>512</td>
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<td><strong>Incorrect Fare</strong></td>
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<td>2.15</td>
<td>157</td>
<td>1.72</td>
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<td><strong>Manner</strong></td>
<td>355</td>
<td>4.99</td>
<td>524</td>
<td>5.74</td>
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Below is a quote TfGM received from First regarding the complaint data above:

“We have had a busy few months at First, having held many consultation sessions and community ‘meet the team’ events to listen to what our customers have to say. We encourage all comments, not just the positive ones, so that we have the information available to us when we take decisions to improve our services.

Further demonstrating how committed we are to our customers, we have extended our Customer Support team. Previously we managed customer contact during office hours, but there is now someone available to take our customers calls, answer Tweets and provide proactive customer service from 7am to 7pm every weekday and from 9am to 5pm every Saturday.

We have up-skilled members of our Customer Relations team who are now analysing trends, and continue to work with colleagues across our business to react to our customers comments. Our timetables and routes have changed for the better as a result of the great feedback we have received from our customers.
Work is also ongoing with customer service training for our driving team, and the new GPS software we have will soon help our controllers with the management of our services through those unexpected traffic queues which form across Greater Manchester. We know we still have lots to do, and we're working hard to improve all areas of our business for our customers, working with colleagues at TfGM, local councils and our industry partners.”

BN14/72  PASSENGER FOCUS - BUS PASSENGER SURVEY RESULTS

A report was presented by Martin Shier (TfGM) which updated Members on the results of the 2014 Passenger Focus Bus Independent Passenger Survey carried out between September and November 2014 with responses sought from 2,102 passengers.

Members were informed that "overall" satisfaction was at 85%, 43% of who declared themselves as "very satisfied". Value for money satisfaction is markedly higher in the 35-39 age group (76%) compared to 71% in the 16-34 group.

Arriva Manchester reported that their customer surveys are carried out by an independent agency and that a survey was undertaken 3 weeks during October 2014. A UK bus survey revealed that the Arriva Manchester Bolton depot had achieved a 85% customer satisfaction rate. It was stated that the independent survey reflected the results of Passenger Focus Independent Survey.

Arriva offered to present findings of their own passenger survey results at a future meeting of the Sub Committee.

A Member highlighted that in spite of recent initiatives more could be done in respect of the lack of inexpensive travel for young passengers.

Resolved/-

1. To note the report.

2. Arriva to circulate findings of their passenger survey results to members of the sub committee.

BN 14/72 – 2 – Arriva's Passenger Survey Results – as requested by Members

Arriva’s Bolton depot was voted the leading depot across Arriva UK in the 2014 customer satisfaction feedback. 85% of Arriva customers surveyed were extremely or very satisfied

The road closures and road-works currently on-going in Manchester city centre and Salford are proving challenging to maintain a reliable timetable. To
try and negate this, Arriva have short term timetable changes planned from 12 April 2015.

Arriva are continuing to communicate with their customers through Twitter and Facebook.

Arriva have seen the number of users downloading their bus timetable apps continuing to grow as passengers take advantage of the up to date information.

Arriva are continuing to utilise their resources to improve reliability which has resulted in positive feedback from passengers and a reduction in the number of comments received.

BN14/73 PASSENGER SHELTER UPDATE

A report was introduced by Clair Leeming (TfGM) providing Members with the number of passenger shelters presently installed throughout the conurbation and giving an update in respect of associated issues.

An objection was raised by Councillor Chilton in respect of Officers’ recommendation not to proceed with the proposal to install a passenger shelter at the bus stop located on Cherry Lane, Trafford (stop reference SJ0370). Councillor Chilton felt that there was significant support in the community for the shelter and that the current patronage, frequency of remaining services and resident’s property development plans were not satisfactory reasons for not proceeding with the installation. Officers responded that the decision not to proceed was a difficult one and that consideration was given to a resident’s plans which involved development of their front garden in order to create additional parking space. The Sub Committee was also informed of other existing passenger shelters on Cherry Lane and of the high frequency of remaining services.

Councillor David Chadwick queried the historic request for Breighmet Fold Lane, Bolton (stop reference WA1179), as per appendix B of the report, and whether criteria had been met. TfGM officers agreed to check this matter and report back to the Sub Committee.

A Member sought clarification on the historic requests for two new stops at Kingsway Business Park, Rochdale (appendix B of the report) with regard to the decision of the developer to withdraw funding. Officers responded that the initial service provision proved not viable, however, proposals for further services were in early stages and being considered.

Resolved/-

1. To note the number of current and active requests for additional passenger shelters.
2. To note the outcomes of the latest patronage surveys and, for those stops
that achieve the required patronage levels, approved for these to progress
to consultation.

3. To approve Officers' recommendations, as set out in the report, in relation
to the proposal to install a passenger shelter at the bus stop located on
Cherry Lane, Trafford (stop reference SJ0370), as part of the appeal
process.

4. To note Councillor Rob Chilton's objection to the Officers'
recommendations, as set out in the report, in relation to the proposal to
install a passenger shelter at the bus stop located on Cherry Lane,
Trafford (stop reference SJ0370), as part of the appeal process.

5. That Officers' investigate the historic request (appendix B of the report) on
Breightmet Fold Lane, Bolton (stop reference WA1179) and report back to
the Sub Committee.

6. To approve Officers' recommendations in relation to a bus stop relocation
on Rochdale Road, Manchester (stop reference NB4394), as part of the
appeals process.

7. To note the information, as set out in the report, regarding shelter
maintenance and cleaning.

BN14/74  FORTHCOMING CHANGES TO THE BUS NETWORK

Members considered a report from James Lewis (TfGM) which informed them
of changes to the bus network since the last meeting of this Sub Committee
and reported consequential action taken or proposed by Transport for Greater
Manchester. In addition, guidance from Members on the proposed TfGM
action was sought.

Annex A - Information regarding the following services was shared and where
necessary discussed – 95, 203N, 473, 484, 610, 633 and 634.

It was reported that there were some queries on the start date of service 610
and that TfGM officers would seek clarification and report back to the Sub
Committee at a future meeting.

A Member queried the monitoring of bus service 95 and confirmation given at
the previous meeting of the Sub Committee that First Manchester would
supervise the provision of an additional half hourly journey to part of the route
from Rainscough to Prestwich. Guy Warren gave assurance that First
Manchester would continue to closely monitor this matter and report directly
to the Member if required.
Officers noted that the commercial acquisition of South Lancashire Travel Preston Bus. Performance was being monitored and that Officers would update the Sub Committee in due course.

Annex B – Information regarding service 613 was shared and where necessary discussed.

Annex C – Information regarding the following services was shared and where necessary discussed – 21, 286, 29, 31, 154, 304, 312, 328 (329), 372, 380/381, 386 and 403/404.

A Member queried the progress of a circular service to Stepping Hill Hospital, Stockport. Officers reported that this had not proceeded due to funding pressures, however, that there were frequent linkages via Stockport Town Centre in support.

Resolved/-

1. That the changes to the commercial network and the proposals not to replace the de-registered commercial services, as set out in Annex A to the report, and appended to the minutes, be noted.

2. That TfGM officers’ seek clarification of the start date for bus service 610 and report back to the Sub Committee at a future meeting.

3. That TfGM officers’ would update the Sub Committee regarding the ongoing performance of South Lancs Travel.

4. That the proposed actions in respect of the de-registered commercial services, as set out in Annex B of the report and appended to the Minutes be approved.

5. That the proposed changes to existing general subsidised services, as set out in Annex C of the report, and appended to the Minutes, be approved.

BN14/75 EXCLUSION OF PRESS AND PUBLIC – PART B

Resolved/-

That, under section 100 (A)(4) of the Local Government Act 1972 the press and public should be excluded from the meeting for the following items of business on the grounds that this involves the likely disclosure of exempt information, as set out in paragraph 3, Part 1, Schedule12A, Local Government Act 1972 and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
BN14/76 FORTHCOMING CHANGES TO THE BUS NETWORK

Members considered a paper which informed them of the financial implications with regard to changes to bus services 634, 613, 21/286, 29/31, 154, 304, 312, 380, 381 and 386.

A Member queried regarding the revision of service 154; in particular the change from operation by a TfGM Green Bus to operation by a conventional bus.

Resolved/-

1. That the report be noted.

2. That proposed changes to services 634, 613, 21/286, 29/31, 154, 304, 312, 380, 381 and 386 be approved as detailed in the report.

BN14/77 REVIEW OF SUBSIDISED BUS SERVICES BUDGET

A report was provided by Mike Evans which updated members on the annualised cost of the General Network over one, eleven and twelve months to February 2015 and the current position against the 2014/15 subsidised bus services budget.

It was reported that a further report will be submitted to the next meeting of the Sub Committee giving a final year end position statement as at 31 March 2015.

Resolved/-

1. That the report be noted.

2. To note that a further report be submitted at the next meeting of the Sub Committee giving a final year end position statement as at 31 March 2015.
TRANSPORT FOR GREATER MANCHESTER COMMITTEE
REPORT FOR INFORMATION

Sub Committee: Bus Networks and TfGM Services
Date: 10 July 2015
Subject: Manchester Metroshuttle - Route Changes
Report of: Head of Bus

PURPOSE OF REPORT

To provide Members with an overview of changes to the Manchester Metroshuttle services that were introduced on Sunday 28 June 2015.

RECOMMENDATIONS

Members are requested to note the changes that have been made to the service routes and frequencies

BACKGROUND DOCUMENTS

Bus Networks & TfGM Services Sub Committee – 6 March 2015

CONTACT OFFICERS

Steve Gilholme 0161 244 1675 steve.gilholme@tfgm.com
Richard Hardman 0161 244 1648 richard.hardman@tfgm.com
James Lewis 0161 244 1287 james.lewis@tfgm.com
1. **Introduction and Background**

1.1 Manchester Metroshuttle is operated by First Manchester, with three electric and 17 low carbon diesel-electric hybrid vehicles, provided by TfGM with the assistance of DfT green bus funding.

1.2 Service 1 operated a 6 min frequency between 7:00 and 19:00, Mondays to Saturdays and serves Piccadilly, Spinningfields, Deansgate and The Village. This was extended to 21:00 during the Christmas period (Early November to late January). During peak times, six vehicles were required to maintain a six minute frequency.

1.3 Service 2 operated a 10 minute frequency between 7:00 and 19:00 Monday to Saturdays and serves Shudehill/Victoria, Deansgate, Castlefield, Oxford Road, and Spinningfields. During peak times, six vehicles are required to maintain a ten minute frequency. Both service 1 and 2 operated on a Sunday 10:00 – 18:00.

1.4 Service 3 also operated a 10 min frequency between 7:00 and 19:00 but Mondays to Saturdays only and serves Piccadilly, Spinningfields, Salford Central, Albert Square and The Village. During peak times, six vehicles were required to maintain a ten minute frequency.

1.5 2.66 million Customers travelled on the Manchester Metroshuttle during 2014, which represents a 5.8% decrease in patronage when compared to 2013. Between June and December, patronage fell by over 16% when comparing against the same period in 2013.

1.6 Manchester City Centre is currently undergoing significant infrastructure works in association with a number of major public transport improvement schemes including the Metrolink second city crossing (2CC), Bus Priority Package and Network Rail’s Northern Hub works. It is considered that these works are in part responsible for the patronage decline, as journey lengths are increasing, making the service less attractive.

1.7 In addition to the above, at the end of June 2015, St Peters Square will closed for a period of time as part of the 2CC works.

2. **New Routes**

2.1 To improve service reliability, to avoid roads which are subject to long closures and to provide a greater level of service, TfGM Officers have developed new routes for all three Metroshuttle services working with the significant constraint, of no additional vehicle resource.
Metroshuttle 1 (Branded Orange)

2.2 Circular route mileage 2.5miles, key destinations comprise: Piccadilly Station Approach, China Town (Portland Street), Manchester Central (Peter Street), Deansgate (Spinningfield), St Marys Gate, King Street, New York Street, Chorlton Street (The Village). The journey will take 25 minutes to complete and operate on a 6-8 minute frequency.

2.3 Due to the temporary, complete closure of Cross Street, it is not possible to serve any section of Cross Street and therefore the service will initially be required to operate an alternative route along Deansgate to Victoria Bridge Street. From this point the service will return to Manchester Piccadilly via Victoria Station Approach, Todd Street, Withy Grove, Thomas Street, High Street, Church Street, Dale Street and Ducie Street. The service will operate up to every 8 minutes on a Monday to Saturday daytime and a 10 minute frequency on a Sunday daytime.

Metroshuttle 2 (Branded Green)

2.4 The service is revised to operate between Shudehill Interchange and Piccadilly via Spinningfields. This will provide additional capacity between Deansgate-Castlefield Metrolink stop and Piccadilly and maintain the link between Piccadilly and Spinningfields. Oxford Road Station, the Medlock Street, Chester Street, Oxford Road loop and the Angel Street loop will no longer be served. The service will operate every 10 minutes on a Monday to Saturday daytime and every 12 minutes on Sunday daytime.

Metroshuttle 3 (Branded Purple)

2.5 Revised route to operate between Piccadilly and Deansgate-Castlefield Metrolink stop. This will provide additional capacity between Deansgate-Castlefield Metrolink stop and Piccadilly. Liverpool Road, Lower Byrom Street, Quay Street and Deansgate are also served and to south of Oxford Road Station, Oxford Road, Hulme Street and Cambridge Street are also served. Albert Square, Spinngfields and Salford Central Railway Station will no longer be served.

The service will only operate during the morning and afternoon peak periods on weekdays. (7.00am to 10.30am and 3.30pm to 7.30pm). At these times the service will operate every 10 minutes.

2.6 All three new routes were introduced on Sunday, 28 June 2015.
Map 1 Cross Street closed; effective from Sunday 28th June 2015
Map 2 Cross Street partially open; effective from date TBC
3. **Conclusion**

3.1 It is considered that by introducing the changes described, not only addresses the increasing reliability issues that the services are currently encountering, but more importantly, provide a service that is more suited to passenger’s requirements at a time when Metrolink services will be disrupted.

3.2 Throughout 2015 to 2017 as the works to 2CC, Bus Priority, Northern Hub and Ordsall Chord progress, it is anticipated it will be necessary to introduce further diversions and route changes to react to further road closures.

3.3 During this period a more comprehensive review will take place taking into account the new layout of the city centre, the impact of these major schemes and the aspirations of partners.

4. **Recommendations**

4.1 Members are requested to note the changes that have been made to the service routes and frequencies

Howard Hartley
Head of Bus
PURPOSE OF REPORT

To inform members of the observed performance of the Greater Manchester bus network for 2014/15 and compare this against the level achieved in 2013/14.

RECOMMENDATIONS

Members are asked to note:

i) the continued progress being made in improving performance across all areas, particularly fleet reliability and environmental standards;

ii) the operational challenges facing bus operators resulting from major infrastructure projects; and

iii) the transition to performance monitoring through operator’s AVL based system and the integration with Optimised Public Transport Integration System.

BACKGROUND DOCUMENTS

Bus Network Performance 2014/15 Mid Year 21 November 2014
Bus Network Performance 2013/14 25 July 2014

CONTACT OFFICERS

Melanie Watson 0161 244 1433 melanie.watson@tfgm.com
Martin Shier 0161 244 1684 martin.shier@tfgm.com
1. **Introduction and Background**

1.1 TFGM continue to work proactively in partnership with the bus operators and highways authorities to identify performance issues and drive operational improvements on both commercial and tendered services which culminate in improvements on the ground for bus passengers.

1.2 According to passenger research, punctuality and reliability, as experienced by 210.9 million passengers (2014/15) are key service improvement priorities. The recent Passenger Focus survey (March 2015) indicated that within Greater Manchester, 85% of passengers are satisfied with their overall journey.

1.3 The operational performance of the bus network is currently monitored through the Punctuality Reliability Monitoring System (PRMS) which has been in operation since 2009. PRMS continues to provide an influential and instructive evidence base on bus network performance, including the monitoring of the Better Bus Area Fund, Bus Priority Package, A6 QPS, Bus Operators Code of Conduct and Supplier Rating.

2. **Bus Network Performance**

**Introduction**

2.1 This report presents both the network averages for the whole of Greater Manchester and tracks performance against the standards set out in the Code of Conduct Voluntary Partnership Agreement (CoC VPA) which are:

- 97% for Reliability;
- 97% for Regularity;
- 90% for Start Point Punctuality; and
- 70% for Mid Point Punctuality.

**Network Results for Bus Service Performance and Fleet Quality**

2.2 Figure 1 and Figure 2 summarises the network headline results for 2014/15 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).

2.3 In considering the observed bus fleet, performance in terms of vehicle age, low floor accessibility and engine emission standards is outlined in Figure 1 and Figure 3 and is assessed based on observation of both frequent and scheduled services.
A Glossary of Terms is provided in Appendix One.

**Figure 1: Network Service Performance 2014/15**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Minimum Standard</th>
<th>No. Obs.</th>
<th>Network Average</th>
<th>Change from 2013/14</th>
<th>Trend¹</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scheduled Service Performance (last 12 months)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reliability</td>
<td>97.0%</td>
<td>79,488</td>
<td>98.5%</td>
<td>-0.23%</td>
<td>Declining</td>
</tr>
<tr>
<td>Start Point Punctuality</td>
<td>90.0%</td>
<td>35,768</td>
<td>89.2%</td>
<td>-0.18%</td>
<td>Stable</td>
</tr>
<tr>
<td>Mid-Point Punctuality</td>
<td>70.0%</td>
<td>43,720</td>
<td>77.2%</td>
<td>-1.44%</td>
<td>Declining</td>
</tr>
<tr>
<td>Overall Punctuality</td>
<td>80.0%</td>
<td>79,488</td>
<td>83.2%</td>
<td>-0.81%</td>
<td>Declining</td>
</tr>
<tr>
<td><strong>Frequent Service Performance (last 12 months)</strong></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Regularity</td>
<td>97.0%</td>
<td>44,109</td>
<td>95.7%</td>
<td>-0.66%</td>
<td>Declining</td>
</tr>
<tr>
<td><strong>All Service Vehicle Quality (most recent quarter)</strong></td>
<td></td>
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<tr>
<td>Euro IV</td>
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<tr>
<td>Hybrid Diesel</td>
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<tr>
<td>Low Floor</td>
<td></td>
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<td>Age (av.)</td>
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<tr>
<td>¹ Reliability/Regularity: &lt;0.1% Stable &gt;-0.1%; Punctuality: &lt;0.2% Stable &gt;-0.2%</td>
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</tr>
</tbody>
</table>

**Scheduled Service Performance**

2.4 The reliability of scheduled services (Figure 2) at the network level is 98.5%, representing a very marginal decline from the level achieved in 2013/14 (98.7%), however continues to exceed the Code of Conduct minimum standard by a significant margin (97.0%).

2.6 Start-point punctuality of scheduled services is an area where TfGM is seeking more action on the part of the operator, as it is implicit on them to provide reasonable amounts of recovery time and contingency plans for extreme delays to enable the next journey to start punctually. It should be noted that in a number of instances, operators have invested considerable resource in terms of additional vehicles in order to deal with increasing journey times which has helped to maintain the high level of reliability and punctuality in recent years.

2.7 The 2014/15 network level performance for start point punctuality is observed at 89.2% (Figure 3), just below the Code of Conduct minimum standard of 90%, but has remained relatively stable when compared with the 2013/14 figure (89.4%).

2.8 Mid-point punctuality of scheduled services is an area where TfGM continues to seek ongoing action from both bus operators and also highway authorities and other stakeholders who have an influence over management of the local and strategic highway network.

2.9 At network level (Figure 1 and Figure 2) the mid-point punctuality of scheduled services is 77.2%, over seven percentage points higher than the Traffic Commissioner’s minimum standard of 70%, but does represent a small decline from the level achieved in 2013/14.
Frequent Service Performance

2.10 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 the intermediate timing point of a journey (i.e. mid-point) therefore this is another area where the CoC VPA has acknowledged there may be a need for highways management interventions to achieve the specified minimum standards.

2.11 Network mid-point regularity performance (Figure 1 and Figure 2) for 2014/15 is 95.7%, which has demonstrated a slight decline from the performance level achieved in 2013/14 (96.3%), and below the CoC VPA minimum standard (97%).

2.12 The level of performance of frequent services needs to be appreciated, against the underlying picture of a number of corridors disrupted by major roadworks and events including construction activity associated with the Bus Priority Package, Network Rail Electrification, Metrolink Second City Crossing and Leigh Salford Manchester Guided Busway.

2.13 The network level regularity figure masks some significant improvements and operator actions that have been tracked at a corridor level (e.g. Ashton-Manchester, Airport-Manchester and Hazel Grove-Manchester). The improvements also need to be appreciated, against the underlying picture of a number of corridors that were disrupted by major road works outlined above.
Observed Fleet Quality

2.14 The observed\(^1\) bus fleet performance in terms of vehicle age, low floor accessibility and engine emission standards has been examined at the network (Figure 1 and Figure 3). The vehicle fleet in GM continues to demonstrate ongoing investment in newer vehicles and a continued growth in the use of hybrid electric vehicles, such that GM has the most ‘green buses’ operating outside of London.

**Figure 3: Fleet Profile**

![Fleet Profile Graph](image)

2.15 The bus fleet profile within Greater Manchester has continued to improve, with the proportion of Euro IV or above vehicles increasing to 78.3% (2014/15) from 72.0% (2013/14) and 67.7% (2012/13). The age of Greater Manchester’s vehicle fleet (6.2yrs) compares favourably with national statistics; English Metropolitan Areas (2013/14) – 7.8yrs and London (2013/14) – 5.9yrs\(^2\). Furthermore, South Yorkshire’s QPS seeks to deliver an average age of 8 years by 2017.

2.16 The proportion of Hybrid Diesel Electric vehicles observed in 2014/15 end of year is 16.9%, compared to 14.4% in 2013/14 and 9.4% in 2012/13. Hybrid vehicles are being deployed on a number of key services operating in Greater Manchester, including the Bolton, Stockport and Manchester Metroshuttle services.

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\(^1\) The observed fleet profile differs from the registered fleet profile, since the former monitors what is deployed as opposed to what is registered. Therefore, the results present a natural bias to what is observed on the busier corridors of Greater Manchester. It provides a more customer and environmental focussed picture of the impact fleet management activity has on the customer experience and vehicle emissions across the City Region.

\(^2\) Average age of the bus fleet used as Public Service Vehicles by metropolitan area status and country, local bus operators only: Great Britain, annual from 2005/06, Table BUS0605.
2.17 Further improvement in the emissions standards of the Greater Manchester bus fleet is set to continue given the investment that has been committed during 2015/16 by large sized operators, particularly Stagecoach Manchester and First Manchester.

3. Conclusions and Proposed Way Forward

3.1 The results for 2014/15 continue to demonstrate the high performance levels for reliability (98.5%) and mid-point punctuality (77.2%) sustained in recent years, albeit performance has started to dip slightly as a result of the challenging operating conditions within GM at present. Start point punctuality (89.2%) has remained fractionally below the Code of Conduct minimum standard (90%).

3.2 The standard of the bus fleet within Greater Manchester has also continued to improve with the proportion of Euro IV or above standing at 78.3% (2014/15 Q4). The level of investment in low emission vehicles (Hybrid Diesel – 16.9%) will continue especially given the large operators’ planned 2015 vehicle investment schedules.

3.3 The challenges facing operators in Greater Manchester to run punctual and reliable services, while maintaining an acceptable journey time and service frequency for passengers, continue to be significant given both the level and variance of network delays and the volume and severity of the road work activity on the conurbation’s highway network, particularly within the Regional Centre. TfGM is working in partnership with key stakeholders to ensure that they disruption caused by infrastructure improvement works is efficiently managed and minimised, given both the level, variance and unpredictability of network delays.

3.4 First Manchester, Stagecoach Manchester and Arriva are now proactively employing their Automatic Vehicle Location (AVL) performance systems to co-ordinate and effectively manage, in real time, their respective networks. Following the successful implementation of the Optimised Public Transport Integration System, a greater level of visibility and intelligence on the performance of network will be available to TfGM and highway authority partners to enable enhanced management of the highway network, identification of bus priority schemes and provision of real time passenger information. Furthermore, it will provide the opportunity to significantly reduce the current level of manual data collection activity related to our current performance management processes. It is likely that the impending introduction of a smart ticketing solution will increase the number of operators utilising new ticket machines who will subsequently be able to provide AVL data which will increase the amount of information available to TfGM.

Howard Hartley
Head of Bus
Appendix 1: Glossary of Terms & Data Sources

- **Scheduled Service**: Defined as those services timetabled by a bus company (both commercial and those supported by TfGM).

- **Frequent Service**: Defined in the Local Bus Service Registration documentation as 6 or more buses per hour.

- **Code of Conduct**: The Code of Conduct, developed in conjunction with Greater Manchester Bus Operators’ Association (GMBOA), represents a Voluntary Partnership Agreement, which outlines the joint undertakings made by TfGM and Bus Operators to deliver continuous improvement across Greater Manchester Bus Network in relation to punctuality, reliability and vehicle standards. Current Code of Conduct members are Arriva, First Manchester, Jim Stones, Rosso, Stagecoach Manchester, Stagecoach Wigan, Transdev.

- **Scheduled Service Reliability**: Measured by percentage of observed bus departures from a given location compared to the service provision promised to the public.

- **Scheduled Service Punctuality (Start & Mid)**: Measured by percentage of ‘on-time’ observed bus departures from a given location. The definition of an ‘On-time’ departure is one which is between 60 seconds early and 5 minutes and 59 seconds late, inclusive. Punctuality can be measured at the start of a journey or at the middle of a journey. Overall punctuality represents a simple average between start and mid-point punctuality, in line with NI178 guidelines.

- **Frequent Service Regularity**: Measured either by percentage of occasions where the gap between services is over 2 times the service headway, or 10 minutes, whichever is the larger number. Service Regularity encapsulates both the reliability and punctuality aspect of a frequent service.

- **Engine emission standards**: Based on the minimum requirement at the vehicle registration date. The emission standards are defined by European Union directives. Euro IV engine standards came into force on 1/10/2005. Hybrid electric bus combines a conventional internal combustion engine with an electric propulsion system.

- **Low Floor**: A vehicle which complies with the PSVAR 2000 introduced on 31 December 2000.

- **Vehicle Age**: Based on the difference between the vehicle registration date and survey date.
PURPOSE OF REPORT

i. To inform Members of the changes that have taken place to the bus network since the last TfGMC Bus Network and TfGM Services Sub-Committee meeting, in addition to report on consequential action taken or proposed by Transport for Greater Manchester; and

ii. To seek guidance from Members on proposed Transport for Greater Manchester action.

RECOMMENDATIONS

Members are asked to:-

i. note and comment as appropriate on the changes to the commercial network and the proposals not to replace the de-registered commercial services as set out in Annex A;

ii. note and comment as appropriate on the proposed actions in respect of the de-registered commercial services set out in Annex B; and

iii. note and comment as appropriate on the proposed changes to existing general subsidised services set out in Annex C.

BACKGROUND DOCUMENTS

Previous reports to this Sub-Committee.

CONTACT OFFICERS

Nick Roberts 0161 244 1173 nick.roberts@tfgm.com
James Lewis 0161 244 1287 james.lewis@tfgm.com
1. **Introduction and Background**

1.1 At its annual meeting on 12 June 2015, the Transport for Greater Manchester Committee agreed that the Bus Networks and TfGM Services Sub-Committee was to consider all matters relating to the operation and service performance of the bus network in Greater Manchester, including commercially registered and subsidised services; bus stations and bus stops; passenger information services; contract monitoring; vehicle standards; and passenger safety for the subsidised bus network. Acting under delegated authority, the Sub-Committee is tasked to review closely and approve all proposed changes to the subsidised bus network and ensure that the cost of the subsidised general services is kept within the appropriate budget or any cash limits.

2. **Subsidised Services Budget**

2.1 The Transport Levy agreed for 2014/15, and for 2015/16, includes reductions of 3% per annum in the funding available for TfGM’s operating costs. This includes a reduction in the supported bus services budget of £7.1 million over the 2 years. This is being achieved by:

- removing subsidy from all Night Bus services;
- rationalisation of existing services whilst maintaining key links on the network;
- engaging with operators with 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.

2.2 In general, withdrawals, reductions or amendments to services are currently only planned at date of next renewal of the contract concerned and proposed changes will be reported to this Sub-Committee.

2.3 Alongside the review of general services, a piece of work has commenced to review school services.

3. **Changes to Commercial Services (Annex A)**

3.1 Annex A to this report lists changes to commercial services which, in the view of Transport for Greater Manchester, are not sufficiently significant to require the provision of subsidised replacements. Brief details of the implications of the changes are provided.
4. **Changes to Commercial Services (Annex B)**

4.1 Annex B to this report lists changes to commercial services and provides brief details of the implications of these changes, which officers believe are of sufficient importance to require action by Transport for Greater Manchester. Details of the proposed actions are also provided.

5. **Changes to General Subsidised Services (Annex C)**

5.1 Annex C to this report lists, by service number, proposals for changes to general subsidised services on which the views of Members are requested. Information is also given about the reasons for proposing these changes.

6. **Financial Implications**

6.1 Annex A, presents no financial implications.

6.2 Annex B, financial implications will be reported in part B of the Agenda.

6.3 Annex C, financial implications will be reported in Part B of the Agenda.

7. **Recommendations**

A full set of recommendations appears at the front of this report.

*Howard Hartley*  
Head of Bus
SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

The Committee is requested to note or agree the following changes to the commercial network and the proposals not to replace de-registered commercial services:

<table>
<thead>
<tr>
<th>Dist</th>
<th>Service No. and Route</th>
<th>Operator</th>
<th>Proposed Change</th>
<th>Effective From</th>
<th>Alternative Services</th>
<th>Comments/TfGM officer recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>MR</td>
<td>23</td>
<td>Shaw - Manchester</td>
<td>Service 23 Monday to Friday off peak daytime service withdrawn. Partly replaced by service 24 and a revision to service 408.</td>
<td>19/07/15</td>
<td>Hourly service 408 between Shaw Wrens Nest, Buckstones, High Crompton, Thornham and Royton. Hourly service 435 from Buckstones, Hillside Road to High Crompton Post Office. Revised service 24 between Thornham, Royton and Manchester.</td>
<td>Service 23 was introduced in August 2014. Daytime links from Buckstones &amp; High Crompton to Royton reduced from half hourly to hourly (service 408). Service 408 (see separate report) revised to maintain links from Buckstones to Royton and reintroduce links to Oldham that were lost in August 2014. No TfGM action at this stage.</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Dist</th>
<th>Service No. and Route</th>
<th>Operator</th>
<th>Proposed Change</th>
<th>Effective From</th>
<th>Alternative Services</th>
<th>Comments/TfGM officer recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>MR</td>
<td>24</td>
<td>First Manchester</td>
<td>Monday to Saturday daytime service increased to operate every 30 minutes. Off peak Monday to Friday and all Saturday daytime journeys revised to operate between Thornham and Manchester.</td>
<td>19/07/15</td>
<td>High frequency service 409 between Rochdale and Royton.</td>
<td>Monday to Friday peak journeys (arriving in Manchester 0713, 0743, 0813, 0843 and departing Manchester at 1620, 1650, 1720, 1750) will operate from/to Rochdale. No TfGM action at this stage.</td>
</tr>
<tr>
<td>OM</td>
<td>408</td>
<td>First Manchester</td>
<td>Route of Monday to Saturday daytime journeys revised to partially replace withdrawn service 23 (see separate report).</td>
<td>19/07/15</td>
<td>Hourly service 435 from Buckstones, Hillside Road to High Crompton Post Office. Service 24 between Thorp (Dogford Road) and Royton. Service 409 between Thorp and Oldham.</td>
<td>Revised to follow a circular route from Shaw via Wrens Nest and Buckstones back to Shaw. This change reintroduces direct daytime links from Buckstones to Oldham that were lost in August 2014. No TfGM action at this stage.</td>
</tr>
<tr>
<td>Dist</td>
<td>Service No. and Route</td>
<td>Operator</td>
<td>Proposed Change</td>
<td>Effective From</td>
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<td>Comments/TfGM officer recommendations</td>
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<tr>
<td>BN</td>
<td>68 Bolton – Farnworth - Trafford Centre</td>
<td>First Manchester</td>
<td>Service 68 operates half hourly Monday to Saturday daytime and hourly evening and Sundays/Bank Holidays. The service is revised to operate between Farnworth Bus Station and Trafford Centre only.</td>
<td>19/07/15</td>
<td>Between Bolton and Farnworth Town Centre high frequency services 8, 37, 501 and half hourly service 22. High frequency service 36 between Bolton and Harper Green.</td>
<td>The daily evening journeys operating from Farnworth or Little Hulton to Trafford Centre are subsidised and unchanged. <strong>No TfGM action at this stage.</strong></td>
</tr>
<tr>
<td>Dist</td>
<td>Service No. and Route</td>
<td>Operator</td>
<td>Proposed Change</td>
<td>Effective From</td>
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<td>Comments/TfGM officer recommendations</td>
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</tbody>
</table>
| MR   | 81/81A               | First Manchester | On a Monday to Saturday daytime there are eight journeys per hour on service 81/81A between Manchester and Moston. At the junction of Moston Lane and Charlestown Road the services separate with six journeys per hour heading towards Oldham and two journeys per hour heading to White Moss via Charlestown Road. The revision will see the composition of the eight journeys per hour change. All journeys will operate between Manchester and The Gardener’s Arms, junction of Moston Lane and Hollinwood Avenue. At this point four journeys per hour, will continue towards Oldham and four journeys per hour will terminate at The Gardener’s Arms. As a result of these changes White Moss will no longer be served by service 81. The provision to Holts and Derker is unchanged. | 19/07/15       | Between Manchester and White Moss via Rochdale Road and Moston Lane service 118, operates every 10 minutes. Between Manchester and White Moss via Oldham Road service 88 operates every 15 minutes.                                                                 | White Moss still served by two high frequency services  
*No TfGM action at this stage.* |

Between Manchester and Whit... via Rochdale Road and Moston Lane service 118, operates every 10 minutes. Between Manchester and White Moss via Oldham Road service 88 operates every 15 minutes. **White Moss still served by two high frequency services**

*No TfGM action at this stage.*
<table>
<thead>
<tr>
<th>Dist</th>
<th>Service No. and Route</th>
<th>Operator</th>
<th>Proposed Change</th>
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<th>Comments/TfGM officer recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>MR</td>
<td>180 (X80) Greenfield - Manchester</td>
<td>First Manchester</td>
<td>Monday to Saturday daytime service 180 introduced operating every 30 minutes. Service 180 replaces service X80 journeys introduced in August 2014.</td>
<td>19/07/15</td>
<td>Service 180 will follow the same route as X80. Service 180 will serve all stops along the route. Services 180 and 184 will provide a combined 10 minute daytime frequency between Grotton and Manchester.</td>
<td>Between Hollinwood and Manchester service X80 operated on a limited stop basis. Off peak journeys on service 180 will take 8 minutes longer than service X80 to travel between Greenfield and Manchester.</td>
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</tbody>
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*No TfGM action at this stage.*
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<tr>
<th>Dist</th>
<th>Service No. and Route</th>
<th>Operator</th>
<th>Proposed Change</th>
<th>Effective From</th>
<th>Alternative Services</th>
<th>Comments/TfGM officer recommendations</th>
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</thead>
<tbody>
<tr>
<td>BY</td>
<td>479 Bury – Limefield Brow Circular</td>
<td>Rossendale Transport</td>
<td>Service 479 Monday to Saturday daytime hourly service is withdrawn.</td>
<td>19/07/15</td>
<td>Frequent services 472,474,482,483, 484 operate along Walmersley Road</td>
<td>TfGM officers are not recommending a replacement for this service. Alternative services are within 600 metres. Average of 4 unique passengers per trip affected. <strong>No TfGM action at this stage.</strong></td>
</tr>
<tr>
<td>BY</td>
<td>494 Bury – Fishpool - Fern Grove circular</td>
<td>Rossendale Transport</td>
<td>Service 494 operates half hourly Monday to Saturday daytime and operates hourly on Sundays. Monday to Saturday frequency is reduced to hourly for most of the day.</td>
<td>19/07/15</td>
<td></td>
<td>The Sunday provision is subsidised and unchanged. <strong>No TfGM action at this stage.</strong></td>
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<td>Dist</td>
<td>Service No. and Route</td>
<td>Operator</td>
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<tr>
<td>BN</td>
<td>519 Johnson Fold – Bolton</td>
<td>First Manchester</td>
<td>Daily daytime service every 20 minutes Monday to Saturday daytime and hourly Sunday daytime extended to Great Lever from Bolton Bus Station via Bolton Interchange. No longer serves Bolton Interchange towards Johnson Fold.</td>
<td>19/07/15</td>
<td>Evening journeys are subsidised and towards Johnson Fold journeys would no longer serve Bolton Interchange bringing them into line with the revised daytime journeys. Operates clockwise in Great Lever replacing withdrawn daytime service 571 but returns via the full length of Fletcher Street, College Way, Deane Road, Moor Lane to the Bus Station. <strong>No TfGM action at this stage.</strong></td>
<td></td>
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<tr>
<td>BN</td>
<td>520 NEW Johnson Fold – Bolton – Great Lever</td>
<td>First Manchester</td>
<td>Daily daytime service every 20 minutes Monday to Saturday daytime and hourly Sunday daytime introduced between Johnson Fold via Bolton Bus Station and Bolton Interchange to Great Lever</td>
<td>19/07/15</td>
<td>Operates anti-clockwise in Great Lever replacing withdrawn daytime service 572 but returns via the full length of Fletcher Street, College Way, Deane Road, Moor Lane to the Bus Station. <strong>No TfGM action at this stage.</strong></td>
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<tr>
<td>BN</td>
<td>571 572 Bolton – Great Lever circulars</td>
<td>First Manchester</td>
<td>Monday to Saturday daytime services both every 20 minutes and both hourly Sunday daytime withdrawn.</td>
<td>19/07/15</td>
<td>Replaced with extended service 519 &amp; new service 520.</td>
<td>Evening subsidised journeys are unchanged.</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>No TfGM action at this stage.</td>
</tr>
</tbody>
</table>
Revised service 519 and new service 520
<table>
<thead>
<tr>
<th>Dist</th>
<th>Service No. and Route</th>
<th>Operator</th>
<th>Proposed Change</th>
<th>Effective From</th>
<th>Alternative Services</th>
<th>Comments/TfGM officer recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>BN</td>
<td>537 Bolton – Bank Top</td>
<td>Arriva North West</td>
<td>Monday to Saturday daytime service half hourly with hourly journeys morning and afternoon is reduced to hourly with the early morning journeys withdrawn.</td>
<td>19/07/15</td>
<td></td>
<td>During Monday to Friday the service is revised to start from Bolton 0915 onwards (currently 0655) and from Bank Top 0940 onwards (currently 0720) Surveys show an average of 4.5 unique passengers per trip on the withdrawn journeys. <strong>No TfGM action at this stage.</strong></td>
</tr>
<tr>
<td>Dist</td>
<td>Service No. and Route</td>
<td>Operator</td>
<td>Proposed Change</td>
<td>Effective From</td>
<td>Alternative Services</td>
<td>Comments/TfGM officer recommendations</td>
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</tr>
<tr>
<td>WN</td>
<td>610 Wigan – Worsley Mesnes – Hawkley Hall Circular</td>
<td>Wigan Buses Ltd</td>
<td>New Monday to Saturday half hourly daytime service between Wigan and Hawkley Hall via Worsley Mesnes. The introduction of this new commercial service effective 18 May 2015 was reported to the 17th April 2015 meeting of this sub-committee. Following discussions with Wigan Buses Ltd, the operator undertook to defer the commencement of Service 610 to Monday 27th of July 2015 to align with the July change date. Service withdrawn before implementation.</td>
<td>N/A</td>
<td></td>
<td>No TfGM action at this stage.</td>
</tr>
</tbody>
</table>
### SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

The Committee is requested to agree that action is taken regarding the following changed or deregistered services:

<table>
<thead>
<tr>
<th>Dist</th>
<th>Service No. and Route</th>
<th>Operator</th>
<th>Proposed Change</th>
<th>Effective From</th>
<th>Alternative Services</th>
<th>Comments/TfGM officer recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>MR SD WN</td>
<td>26 Manchester – Pendleton – Swinton – Boothstown – Astley – Leigh</td>
<td>First Manchester (South Lancs Travel)</td>
<td>The Monday to Friday, Sunday and Bank Holiday evening journeys on Service 26 are currently subsidised by TfGM. One early morning journey from Leigh and the Saturday evening journeys are operated commercially by First. The commercial Monday to Saturday 1905 from Leigh withdrawn. The commercial Saturday hourly evening service will be withdrawn with the exception of the 1905 from Manchester. The commercial daily 2305 journey from Leigh will be withdrawn.</td>
<td>19/07/15</td>
<td></td>
<td>It is recommended that TfGM subsidise replacement Saturday evening journeys and the Monday to Saturday 1905 journey from Leigh. It is also recommended that TfGM subsidise part replacement of the daily 2305 from Leigh. This journey would be curtailed to terminate at Swinton instead of Manchester. The financial impact of this recommendation is provided in Part B of this report.</td>
</tr>
<tr>
<td>Dist</td>
<td>Service No. and Route</td>
<td>Operator</td>
<td>Proposed Change</td>
<td>Effective From</td>
<td>Alternative Services</td>
<td>Comments/TfGM officer recommendations</td>
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</tr>
<tr>
<td>RE</td>
<td>456 Rochdale – Wardle – Hollingworth Lake - Littleborough - Stubley</td>
<td>First Manchester</td>
<td>Monday to Saturday daytime half hourly service reduced to hourly. Revised to operate as a circular via Wardle, Hollingworth Lake, Littleborough, Stubley and Wardle</td>
<td>19/07/15</td>
<td></td>
<td>The section of route between Hollingworth Lake and Stubley on service 456 is currently subsidised. <strong>TfGM officers recommend the continuation of subsidy for the section of route to/from Wardle via Littleborough.</strong> There are no additional financial implications arising from this proposal.</td>
</tr>
<tr>
<td>RE</td>
<td>458 NEW Rochdale – Littleborough Circular</td>
<td>First Manchester</td>
<td>Monday to Saturday daytime hourly service introduced operating as a circular via Wardle, Stubley, Littleborough, Hollingworth Lake, Wardle</td>
<td>19/07/15</td>
<td></td>
<td>This new service maintains a half hourly frequency combined with service 456 along common sections of route. <strong>TfGM officers recommend subsidy for the section of route to/from Wardle via Littleborough.</strong> There are no additional financial implications arising from this proposal.</td>
</tr>
</tbody>
</table>
Revised services 456 and 458
### Dist | Service No. and Route | Operator | Proposed Change | Effective From | Alternative Services | Comments/TfGM officer recommendations
--- | --- | --- | --- | --- | --- | ---
WN | 634 Wigan – Ince – Belle Green Circular | Wigan Buses Ltd (Stagecoach Wigan) | Commercial Service 634 currently operates every 45 minutes Monday to Saturday daytime. Note this commercial service introduced on the 13th April 2015 provided a replacement service following the commercial withdrawal of service 634 by South Lancs Travel which was reported to the 6th March 2015 meeting of this sub-committee. This Monday to Saturday daytime service will be withdrawn. | 27/07/15 | Services 32, 132, 540, 598 and 630 provide a frequent service between Wigan and Manchester Road / Belle Green Lane. Service 598 every 15 minutes between Wigan and Belle Green via Belle Green Lane, Kendal Road, Thirlmere Avenue. | Officers have identified a need to partially replace the 634 service owing to the characteristics of Belle Green estate. Therefore an invitation to tender was issued for an off peak only replacement service (0932 from Ince Bar via Belle Green then 1020 from Wigan until 1320). Officers are recommending that the above off-peak service for a duration of 1.3 years is supported through the Subsidised Services Budget. Note that this provision will be kept under review. Officers recommend not to replace the journeys listed below owing to low usage:
- MS 0812 from Ince Bar;
- MS 0850, 1405, 1450, 1535 & 1620 from Wigan.
Survey data obtained for the above journeys have shown an average of 2.80 Monday to Friday and 2.17 Saturday unique passengers per round trip.
Members are asked to note the award of the Monday to Saturday off peak service and the withdrawal of the listed above journeys.
The financial impact on the subsidised services network is provided in Part B of this report.
Service 634 (also showing local sections of service 598)
SIGNIFICANT CHANGES TO THE SUBSIDISED NETWORK

The Committee is invited to consider officer’s proposals on the following services:

<table>
<thead>
<tr>
<th>Dist</th>
<th>Service, route and operator</th>
<th>TfGM officer comments and recommendations</th>
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</thead>
<tbody>
<tr>
<td>SD</td>
<td>27</td>
<td>The Monday to Saturday hourly day-time service 27 is currently provided with the financial support from Transport for Greater Manchester. As part of the review of services in the Salford area, it is further proposed to re-route the 27 service to omit Barton Road and part of Manchester Road. The service would operate via East Lancashire Road, Eccles Road, Worsley Road, Chorley Road and resumes its normal route to Swinton. Alternatives services are available along Barton Road (71, 73 &amp; 79). As a result of these changes, Barton Road would lose its direct link to Salford Royal Hospital, and Eccles New Road our survey shows an average of less than one passenger per trip would be affected. The proposed re-routing would provide an interchange point on East Lancashire Road for Salford Royal Hospital and MediaCityUK. There are no financial implications arising from this proposal.</td>
</tr>
</tbody>
</table>
| MR   | Swinton - Salford Shopping Centre - Manchester  
*First – existing operator*  
*South Lancs Travel - wef 19/07/15* | |

Members are asked to approve the recommendation to re-route the subsidised Monday to Saturday day-time service 27 via Eccles Road and Worsley Road with effect from 19 July 2015.
Service 70 operates every hour Sunday and Bank Holiday daytime.

The operator has reported that this service is experiencing punctuality problems. This is mainly owing to unpredictable general traffic congestion in Manchester City Centre and roadworks along its route.

In order to improve the punctuality of Service 70, TfGM officers are recommending changing the terminus of the service to MediaCity UK instead of Manchester Shudehill.

The direct bus link between Clifton, Ellesmere Park, Ordsall and Manchester would be lost. Surveys only show an average of one unique passenger per journey travelling to/from Manchester. These passengers would have to change buses at various points along the route for example Salford Shopping Centre.

There are no financial implications arising from this proposal.

Members are asked to approve the recommendation to revise the route of service 70 to terminate at MediaCityUK instead of Manchester, Shudehill with effect from Monday 27 July 2015.
<table>
<thead>
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</thead>
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<tr>
<td>RE</td>
<td>131</td>
<td>Service 131 operates Monday to Friday and consists of two morning peak journeys 0715 and 0750 from Boarshaw and one afternoon peak journey 1710 from Manchester, Albert Square. The contract for the service is no longer sustainable without the withdrawal of the 0750 departure. There would be an average of 13 passengers affected and alternative journeys are available from Boarshaw to Middleton service 412 via Green Lane and high frequency services 17, 18 and 163 from Middleton Bus Station via Rochdale Road.</td>
</tr>
<tr>
<td>MR</td>
<td>Boarshaw - Manchester, Albert Square Stagecoach Manchester</td>
<td></td>
</tr>
</tbody>
</table>

**Members are asked to approve the recommendation to withdraw the 0750 journey from Boarshaw to Manchester City Centre with effect from Monday 25th January 2016.**
<table>
<thead>
<tr>
<th>Dist</th>
<th>Service, route and operator</th>
<th>TfGM officer comments and recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>OM</td>
<td><strong>353</strong> Ashton – Mossley – Carrcote First Manchester</td>
<td>Service 353 currently provides a two hourly Monday to Saturday daytime service between Ashton and Carrcote. On Sunday daytimes the service operates between Ashton and Uppermill only. The Monday to Saturday daytime service 353 follows a long route operating through a number of estates with width restrictions which can on occasions cause delays. In an effort to improve service punctuality officers propose curtailing Monday to Saturday journeys to operate between Ashton and Dobcross only. This action would reduce mileage allowing additional running time to be allocated to the remaining route. Surveys show on average one passenger per trip travelling between Dobcross and Carrcote with the majority of these passengers being able to use Service 350, which provides a half hourly daytime service between Ashton, Mossley, Uppermill and Carrcote as an alternative. Officers also propose curtailing the 0748 journey from Uppermill to commence at Mossley (0810) instead. Surveys show little usage on this journey between Uppermill and Mossley with no passengers carried on many occasions. There are no financial implications arising from this proposal.</td>
</tr>
</tbody>
</table>

Members are asked to approve the recommendation to curtail Monday to Saturday daytime journeys on service 353 to operate between Ashton and Dobcross and for the 0748 departure from Uppermill to be curtailed to commence from Mossley at 0810 with effect from Monday 7th September.
<table>
<thead>
<tr>
<th>Dist</th>
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</tr>
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<tbody>
<tr>
<td>OM</td>
<td>354</td>
<td>Service 354 currently provides a two hourly Monday to Saturday daytime service between Ashton and Denshaw. On Sunday daytimes the service operates between Ashton and Uppermill only. Similarly to service 353 (see separate report) above the Monday to Saturday daytime service 354 follows a long route operating through a number of estates with width restrictions which can on occasions cause delays. In an effort to improve service punctuality officers propose a minor adjustment to the route so that Carrcote estate is no longer served. This action would reduce mileage allowing additional running time to be allocated to the remaining route. Surveys show little discernible usage of this service on Carrcote estate, this probably because service 350, which provides a half hourly daytime service between Ashton, Mossley, Uppermill and Carrcote provides a more direct alternative. Officers also propose removing the 0705 Monday to Friday journey from Ashton to Uppermill. Surveys show little usage on this journey between Uppermill and Mossley with no passengers carried on many occasions. There are no financial implications arising from this proposal.</td>
</tr>
<tr>
<td>TE</td>
<td>Ashton – Mossley - Denshaw</td>
<td></td>
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<tr>
<td></td>
<td>First Manchester</td>
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</tbody>
</table>

**Members are asked to approve the recommendation to reroute Monday to Saturday daytime journeys on service 354 to omit Carrcote estate and for the 0705 Monday to Friday departure from Ashton to Uppermill to be withdrawn with effect from Monday 7th September.**  
Service 350 provides an alternative service between Ashton, Mossley, Uppermill and Carrcote.
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>WN</td>
<td>620</td>
<td>Service 620 currently provides an hourly day-time service between Hindley Green and St Helens. Only the section of route between Hindley Green and Ashton is provided with the financial support from Transport for Greater Manchester. Arriva provides the link through to St Helens commercially. Only the 620 section of route between Hindley, Bird I’th’ Hand to Ashton was sent out to tender in order to provide an achievable timetable within the available resources. The revised 620 would result in the service no longer providing a link through to St Helens for passengers using the service between Hindley Green and Platt Bridge. These affected passengers would have to change buses at Hindley and/or Ashton Town Centre. The 320 service currently operates every 15 minutes from Ashton. Passengers between Platt Bridge and Ashton would be able to travel on the 320 operating between Wigan and St Helens. Through ticketing across Ashton in Makerfield would not be available.</td>
</tr>
<tr>
<td></td>
<td>620</td>
<td>Members will be asked to note the revised Service 620 effective 27 July 2015 in Part B of this report. The impact on the subsidised bus services budget is provided in Part B of this report.</td>
</tr>
</tbody>
</table>
Current route of service 620
Proposed revision to service 620
<table>
<thead>
<tr>
<th>Dist</th>
<th>Service, route and operator</th>
<th>TfGM officer comments and recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>BY</td>
<td>486 (91) Radcliffe – Bury</td>
<td>Service 486 operates Monday to Saturday daytime hourly. In order to address reliability issues with service 495, TfGM officers are recommending combining services 486 and 495 to use the spare time available on service 486 to operate a Simister to Bury service via Whitefield and Radcliffe. The service would be re-numbered 91 and details are provided under service 495.</td>
</tr>
<tr>
<td></td>
<td>Rosendale Transport</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Members are asked to approve the recommendation to extend service 486 from Radcliffe to Simister via Whitefield and Prestwich and re-number to service 91 with effect from 19th July 2015.</td>
</tr>
<tr>
<td>BY</td>
<td>495 (90/91) Simister - Prestwich</td>
<td>Service 495 operates Monday to Saturday daytime half hourly, extending from Prestwich to Tesco, Bury New Road every hour. In order to address reliability issues with this service it is recommended that the service is revised to use spare time on subsidised service 486 Radcliffe to Bury by combining services 486 and 495. The hourly journey on service 495 that currently terminates at Tesco will no longer call in but will continue along Bury New Road to Whitefield then via Church Lane, Ringley Road, Ringley Road West, Outwood Road to Radcliffe Bus Station then via Bradley Fold and Ainsworth to Bury Interchange replacing the current route of service 486 between Radcliffe and Bury. The existing short journeys on service 495 Simister to Longfield Suite, Prestwich would be re-numbered 90 and the extended journeys Simister to Bury would be re-numbered 91.</td>
</tr>
<tr>
<td></td>
<td>Rosendale Transport</td>
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<tr>
<td></td>
<td></td>
<td>Members are asked to approve the recommendation to extend an hourly journey on service 495 from Prestwich Tesco to serve Bury via Whitefield and Radcliffe and re-number to service 91 and existing short journeys operating to Longfield Suite to be re-numbered 90 with effect from 19th July 2015.</td>
</tr>
</tbody>
</table>
Proposed services 90 and 91