Transport for Greater Manchester Committee
Bus Network & TfGM Services

Date: Friday 17 November 2017
Time: 10.30 am
Venue: Council Chamber, Level 2, Manchester Town Hall, Manchester M60 2LA

GROUP MEETINGS:
Labour Group: 9.30 am, Members Library, Level 2, Town Hall Extension, Manchester M60 2LA
Conservative Group: 9.30 Members Work Room, Level 2, Manchester Town Hall, Manchester M60 2LA

MEMBERSHIP:
Members of the Sub Committee: Councillor Mark Aldred (Chair) Councillor Tom Grundy
Councillor Noel Bayley Councillor Naeem Hassan
Councillor Warren Bray Councillor Chris Paul
Councillor Phil Burke Councillor Patricia Sullivan
Councillor David Chadwick Councillor Howard Sykes
Councillor Robin Garrido Councillor Barry Warner
Councillor Rob Chilton (Deputy Chair)

Substitute Members:
Councillor Azra Ali
Councillor Mohon Ali
Councillor Christine Corris
Councillor Andrew Fender
Councillor Annette Finnie
Councillor Guy Harkin
Councillor June Reilly

Transport for Greater Manchester is a Joint Committee of the Greater Manchester Combined Authority and the 10 Greater Manchester District Councils
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 within this agenda and hand it to the Governance & Scrutiny Officer at the start of the meeting)

4. To approve the minutes of the last meeting held on 6 October 2017

SECTION 2 – ITEMS FOR RESOLUTION

5. Forthcoming Changes to the Bus Network

SECTION 3 – ITEMS FOR INFORMATION

6. Review of Subsidised Bus Service Budget

7. Travel Safe Partnership Update

8. Bus Network Performance 2017/18 Mid-Year

9. Exclusion of the 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 items of business on the grounds that this involves the likely disclosure exemption information, as set out in paragraph 3 Part 1, Schedule 12A of the 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

SECTION 4 – ITEMS FOR RESOLUTION

10. Forthcoming Changes to the Bus Network

FURTHER INFORMATION

For copies of papers and further information on this meeting please refer to the website www.greatermanchester-ca.gov.uk. Alternatively, contact the following Governance & Scrutiny Officer: Jenny Hollamby ☎ 07973 875612 📧 jenny.hollamby@greatermanchester-ca.gov.uk

This agenda was issued on behalf of Eamonn Boylan, Head of Paid Service, c/o Greater Manchester Combined Authority, Churchgate House, 56 Oxford Street, Manchester M1 6EU
### TfGMC Bus Network and TfGM Services Sub Committee meeting on Friday 17 November 2017

#### Declaration of Interests in Items appearing on the Agenda

**NAME** ________________________________

<table>
<thead>
<tr>
<th>Minute Item No. / Agenda Item No.</th>
<th>Nature of Interest</th>
<th>Type of Interest</th>
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TRANSPORT FOR GREATER MANCHESTER COMMITTEE

MINUTES OF THE MEETING OF THE BUS NETWORK AND TfGM SERVICES SUB COMMITTEE, HELD ON 6 OCTOBER 2017 AT MANCHESTER TOWN HALL

PRESENT:

Councillor David Chadwick  Bolton
Councillor Noel Bayley  Bury
Councillor Chris Paul  Manchester
Councillor Howard Sykes  Oldham
Councillor Phil Burke  Rochdale
Councillor Patricia Sullivan  Rochdale
Councillor Barry Warner  Salford
Councillor Tom Grundy  Stockport
Councillor Warren Bray  Tameside
Councillor Rob Chilton  Trafford
Councillor Mark Aldred  Wigan (Chair)

IN ATTENDANCE:

Alison Chew  Interim Head of Bus Services, TfGM
Mike Evans  Management Accountant, TfGM
Howard Hartley  Interim Head of Facilities Management, TfGM
Jenny Hollamby  Governance & Scrutiny, GMCA
Nick Roberts  Head of Service & Commercial Development, TfGM
Martin Shier  Bus Partnerships Delivery Manager, TfGM

ALSO PRESENT:

Adam Clark  Stagecoach Manchester
Bob Dunn  Diamond
Ian Humphreys  First Manchester
Phil Medicott  First Manchester
Alastair Nuttall  Arriva
Bernard Rowan  Greater Manchester Accessible Transport Ltd

BN/18/24  APOLOGIES FOR ABSENCE

No apologies for absence were received at the meeting.
BN/18/25  URGENT BUSINESS

The Chair opened the meeting and welcomed Members and representatives from Bus Operators. All attendees were thanked for their attendance.

There were no items of urgent business for consideration.

BN/18/26  DECLARATIONS OF INTEREST

The Chair declared a personal and prejudicial interest in Item 9 Ring and Ride Performance Update by virtue of him being a Greater Manchester Accessible Transport Limited (GMATL) Board Member and would leave the meeting at the appropriate juncture.

BN/18/27  TO APPROVE THE MINUTES OF THE LAST MEETING HELD ON 25 AUGUST 2017

The minutes of the Bus Network and TfGM Services Sub Committee meeting held on 25 August 2017 were submitted.

It was noted that Councillor Howard Sykes had submitted his apologies for the meeting.

Arising from minute BN/18/21, the Head of Service & Commercial Development reported that a follow up on the issue around services in Bolton had been undertaken. However, there was nothing forthcoming from Operators in light of the First Manchester change.

Arising from minute BN/18/21 a Member expressed that the minute did not reflect his point adequately in terms of the withdrawal of service X35. His point was that there was provision for reduced fares for the unemployed and for young people. However, those on low incomes could not afford multi-operator tickets.

Resolved/-

That the minutes of the Bus Network and TfGM Services Sub Committee, held on 25 August 2017, be agreed as a correct record.

BN/18/28  PASSENGER SHELTER UPDATE

Consideration was given to the report of the Interim Head of Facilities Management that updated Members on the number of passenger shelters presently installed throughout the conurbation and provided an update in respect of associated issues. The report covered current shelter provision, shelter requests, the results of the bus stop patronage surveys, maintenance and cleaning liability.

A Member praised the helpful work of Bus Shelter Team and thanked them for their provision of a shelter in Sale.
Resolved/-

That the Sub Committee:

1. Noted the contents of the report.

2. Noted the outcome of the latest patronage surveys.

3. Endorsed that consultation commenced at those stops where the required passenger numbers had been achieved.

BN/18/29    FORTHCOMING CHANGES TO THE BUS NETWORK

Members considered the report of the Interim Head of Bus Services that informed Members of the changes that had taken place to the bus network since the last Bus Network and TfGM Services Sub Committee meeting, additionally reported on consequential action taken or proposed by TfGM. The report also sought guidance from Members on proposed TfGM action.

In terms of Annex C of the report and the 151 service, it was highlighted that this service went into Oldham. It was noted that publicity work would be undertaken on the Hindley Local Link and the extension of the service to cover Haigh.

Resolved/-

That the Sub Committee:

1. Noted the changes to the commercial network and the proposals not to replace the de-registered commercial services as set out in Annex A of the report.

2. Noted the proposed actions in respect of the de-registered commercial services set out in Annex B of the report.

3. Approved the request for delegated authority to the Chair of Bus Network and TfGM Services Sub Committee to approve the preferred option for service 33, once it had been established.

4. Noted the proposed changes to the existing general subsidised services as set out in Annex C of the report.

BN/18/30    METHROSHUTTLE PATRONAGE & SERVICE PERFORMANCE

The Sub Committee considered the report of the Interim Head of Bus Services that informed Members of the performance of the Manchester, Stockport and Bolton Metroshuttle services during the 2017/18 mid-year period (August 2016 to July 2017).

Attention was drawn to paragraph 1.4 of the report (customer satisfaction survey on the Manchester Metroshuttle service) and the overall satisfaction of the services was 91.2%. Members were encouraged to take a trip on the Metroshuttle 2 bus.
Following a request by Members, it was reported that a customer service satisfaction survey had been undertaken for the Bolton and Stockport Metroshuttle, the results were being analysed.

A Member asked if the Metroshuttle would be reinstated to serve Salford centre. It was explained that if funding could be secured then the service could potentially be returned to the area.

A Member enquired about the funding of the Metroshuttle services. It was advised that the Stockport service was funded by Stockport Council and TfGM. The Bolton service was funded by TfGM and supported by funding from Bolton Council. The Manchester service was initially funded by National Car Parks (NCP), TfGM and Manchester City Council. However, after NCP withdrew its funding the service was now funded through Manchester City Council and TfGM.

**Resolved/-**

That the report be noted.

**BN/18/31 PASSENGERS INFORMATION PROVISION**

The Interim Head of Facilities Management presented a report that updated Members on the provision of passenger information in Greater Manchester, during the period March to August 2017.

A Member asked if and when there were bus strikes, information could be displayed at bus stops as a number of complaints from elderly residents had been received. It was reported that information would be displayed in the appropriate places by Operators.

**Resolved/-**

That the report be noted.

**BN/18/32 RING AND RIDE PERFORMANCE UPDATE**

Having declared a personal and prejudicial interest in this item, the Chair withdrew from the meeting and the Vice-Chair took over the role of Chair.

Consideration was given to the report of the Interim Head of Bus Services that asked Members to note progress in relation to the delivery of ring and ride services by GMATL. The report covered service performance, booking and scheduling, vehicles, conclusions and a proposed way forward.

A Member asked about buses for the new fleet and how they would be funded. The Managing Director of GMATL who was in attendance at the meeting to answer Members questions, explained that there were funding issues and vehicles were being operated for longer. However, GMATL was working with TfGM to explore funding options and how best to optimise the use of vehicles. Nine new vehicles had been procured for December 2017.
A Member praised the ring and ride service and how it had improved over the years. The Member was particularly impressed with the ‘ring back’ service.

A Member enquired about the new vehicles and what fuel they used. It was explained that the vehicles used diesel fuel and had the latest euro engines. New greener vehicles would be considered in March 2018, although they were costly and funding was limited. The Head of Service & Commercial Development advised that future vehicle replacements would be assessed in line with the outcome of TfGM’s Accessibility Review, when the demand for services would be better understood. The Member welcomed the review and consideration of alternative vehicles.

Resolved/-

That the Sub Committee noted the report.

BN/18/33 EXCLUSION OF PRESS AND PUBLIC

The Chair re-joined the meeting and resumed the role of Chair.

Resolved/-

That in accordance with Section 100(4) of the Local Government Act 1972, the public and press be excluded from the meeting at this juncture for the following business on the grounds that it involves the disclosure of exempt information as defined in the respectively indicated paragraph(s) of Part 1 of Schedule 12A of the Act.

It would not be, on balance, in the public interest to disclose this information to the public and press for the reasons indicated within the reports.

BN/18/34 FORTHCOMING CHANGES TO THE BUS NETWORK

The Interim Head of Bus Services presented a report to Members that provided commercial information relating to changes that had taken place to the bus network since the last meeting, or were proposed. In addition, the report also provided consequential action taken or proposed by TfGM.

Officers provided a verbal report in relation to the 33 service. It was reported that a tender process had been undertaken and a contract had been awarded to replace the 33 service. Members agreed the proposal provided at the meeting.

Resolved/-

That the Sub Committee approved the proposals detailed in the report and the verbal proposal provided at the meeting about the 33 service.

BN/18/33 REVIEW OF SUBSIDISED BUS SERVICES BUDGET

The Sub Committee considered the report of the Director of Finance and Corporate Services and Interim Head of Bus Services that provided an update regarding the current position on the 2017/18 subsidised bus services budget.
Moving forward, the Management Accountant advised that to promote openness and transparency, he would consider the information contained within the report and any public information would be shared in the open section of the meeting.

Resolved/-

That the report be noted.
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 that no notifications have been received of changes to the commercial network;

ii. note that no action is proposed regarding changed or de-registered services; and

iii. approve the proposed changes to existing general subsidised services set out in Annex C.

BACKGROUND DOCUMENTS

Previous report to this Sub Committee.

CONTACT OFFICERS

Nick Roberts 0161 244 1173 nick.roberts@tfgm.com
1. Background and Introduction

1.1 At its annual meeting on 16 June 2017, 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; Demand Responsive Services, bus stations and bus stops; passenger information services; contract monitoring; vehicle standards; and passenger safety for the subsidised bus network.

1.2 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. This is achieved through:-

- rationalisation of existing services whilst maintaining key links on the network;
- engaging with operators with the 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.

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

1.4 The governance process that leads up to the reporting to BNTS Committee involves the scrutiny of all tendered services at TfGM’s Tender Panel that consists of representatives from Legal, Procurement and Finance as well as Operational Service Planning and Network Performance.

2. 2017/18 Budget Summary

2.1 The summary overleaf provides an updated position on the Subsidised Bus Services budget for the period up to 30 September 2017.
3. **Changes to Commercial Services (Annex A)**

3.1 Annex A to this report shows that no notifications have been received of changes to the commercial network;

4. **Changes to the Commercial Network (Annex B)**

4.1 Annex B to this report shows that no action is proposed regarding changed or de-registered services.

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

5.1 Annex C to this report lists proposals for changes to general subsidised services on which the views of Members are requested. Information is 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.

<table>
<thead>
<tr>
<th>General Network Costs</th>
<th>September £000</th>
<th>Year to date Budget £000</th>
<th>Variance £000</th>
<th>Budget %</th>
<th>Budget £000</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Bus Services</td>
<td>9,227</td>
<td>9,524</td>
<td>297</td>
<td>3.1%</td>
<td>18,973</td>
</tr>
<tr>
<td>DRT and Local Link</td>
<td>1,120</td>
<td>1,113</td>
<td>(6)</td>
<td>-</td>
<td>2,208</td>
</tr>
<tr>
<td>Shuttles</td>
<td>1,212</td>
<td>1,279</td>
<td>67</td>
<td>5.3%</td>
<td>2,250</td>
</tr>
<tr>
<td><strong>Sub-Total General Network</strong></td>
<td>11,559</td>
<td>11,917</td>
<td>358</td>
<td>3.0%</td>
<td>23,432</td>
</tr>
</tbody>
</table>

| Schools Services Costs        | 6,387          | 6,659                    | 272           | 4.1%     | 14,325      |

| **Total – Subsidised Services costs** | 17,947 | 18,577 | 630 | 3.4% | 37,757 |

<table>
<thead>
<tr>
<th>Income</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Total Subsidised Services Income</td>
<td>4,998</td>
<td>5,029</td>
<td>(31)</td>
<td>(0.6%)</td>
<td>10,646</td>
</tr>
</tbody>
</table>

| **Net Cost - Subsidised Services** | 12,948 | 13,548 | 599 | 4.4% | 27,111 |

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<table>
<thead>
<tr>
<th>Month</th>
<th>Budget £000</th>
<th>Variance £000</th>
<th>Budget %</th>
<th>Budget £000</th>
</tr>
</thead>
<tbody>
<tr>
<td>September</td>
<td>18,973</td>
<td>23,432</td>
<td>3.1%</td>
<td>14,325</td>
</tr>
<tr>
<td>Year to date</td>
<td>18,577</td>
<td>23,432</td>
<td>3.0%</td>
<td>14,325</td>
</tr>
</tbody>
</table>
7. Recommendations

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

Alison Chew
Interim Head of Bus Services
SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK

The Committee is requested to note that no notifications have been received of changes to the commercial network.
SIGNIFICANT CHANGES TO THE COMMERCIAL NETWORK
The Committee is requested to note that no action is proposed regarding changed or de-registered services.
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>
</tr>
</thead>
<tbody>
<tr>
<td>OM</td>
<td>408 Oldham – Shaw Operator tbc</td>
<td>The current contract for this service expires in January 2018 and has been reviewed to ensure the continued best use of TfGM funds. To ensure best value for money is achieved and maintain an hourly service, the route of the Monday to Saturday day-time service will revert to that operated prior to September 2016 – omitting Buckstones on journeys towards Shaw, Wren’s Nest. The majority of passengers wishing to travel to Buckstones or Shaw Metrolink Stop will be able to continue their journey at Wren’s Nest to reach their destination. Passengers wishing to travel from Shaw Metrolink Stop or Buckstones towards Wren’s Nest will be able to use service 435 which continues to serve this section of route in both directions and operates hourly Monday to Saturday day-time (operated by Rosso). Officers recommend the route be revised on service 408 with effect from Sunday 28th January 2018.</td>
</tr>
</tbody>
</table>

Annex C
Route revised to follow a clockwise loop. From Shaw via Wrens Nest & Buckstones.
<table>
<thead>
<tr>
<th>Dist</th>
<th>Service, route and operator</th>
<th>TfGM officer comments and recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>OMRE</td>
<td>412 Middleton – Royton – Oldham</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Operator tbc</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The current contract for this service expires in January 2018 and has been reviewed to ensure the continued best use of TfGM funds.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>To ensure that a service can be maintained within acceptable cost per passenger targets, the Monday to Saturday day-time timetable has been revised to operate every 90 minutes, (rather than every 60 minutes). The service from Oldham will start later on a Monday to Friday (0827 from Oldham, rather than 0646) and finish earlier (1427 from Oldham rather than 1706). Journeys towards Oldham will also finish earlier on a Monday to Friday (last trip leaves Middleton at 1339, rather than 1748).</td>
<td></td>
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<td></td>
<td>This will affect an average of 2.64 passengers per trip on the early morning journeys from Oldham, 7.2 passengers per trip on the late afternoon journeys from Oldham and 6.07 passengers per trip on the late afternoon journeys from Middleton.</td>
<td></td>
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<tr>
<td></td>
<td><strong>Officers recommend the timetable be revised on service 412, with effect from Sunday 28th January 2018.</strong></td>
<td></td>
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<tr>
<td>RE</td>
<td>Pennine Local Link</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nexus</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The current contract for Pennine Local Link service expires in January 2018 and has been reviewed as part of ongoing performance monitoring and before deciding on whether to continue the service.</td>
<td></td>
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<tr>
<td></td>
<td>The Pennine Local Link service operates at an extremely high cost per passenger (almost 8 times the target threshold) as the patronage on the service is incredibly low (only 392 trips were made in 2017). The service operates far beyond target costs for Local Link and should be withdrawn.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Officers recommend that the service is withdrawn, with effect from Sunday 28th January 2018.</strong></td>
<td></td>
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</tbody>
</table>
PURPOSE OF REPORT

To update Members with regard to the current position on the 2017/18 subsidised bus services budget.

RECOMMENDATIONS

Members are recommended to note the contents of this report.

BACKGROUND DOCUMENTS


CONTACT OFFICERS

Nick Roberts 0161 244 1173 nick.roberts@tfgm.com
1. **Introduction**

1.1 The report updates Members on the annualised cost of the General Subsidised Services Network at 30 September 2017; the month of September and 12 month period to September 2017; and the current position against the 2017/18 subsidised services budget.

2. **General Subsidised Services Network 2017/18**

2.1 The following graph shows the total annualised cost and mileage relating to the general subsidised services network for the period between September 2016 and September 2017.

2.2 Annualised costs and mileage as at 30 September 2017 are £15.25 million and 8.69 million miles respectively. The resulting cost per mile subsidy is 175.4 pence, an increase of 5.9 pence per mile compared to the same period last year.

2.3 The following summarises the annualised cost and mileage changes to the general network for the month of September and during the 12 month period to 30 September 2017.
During September, there was an overall net reduction in cost and associated mileage. This included route revisions to serve Bolton Interchange.

3. Position against Budget 2017/18

<table>
<thead>
<tr>
<th>Summary of annualised changes</th>
<th>For the month of Sept 2017</th>
<th>For the 12 months to 30 September 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£'000</td>
<td>Miles'000</td>
</tr>
<tr>
<td>Services withdrawn without replacement</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Subsidised Services which have become commercial services</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>New subsidised services</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Commercial de-registrations taken up as subsidised services</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Ongoing service (reductions)</td>
<td>(37)</td>
<td>(21)</td>
</tr>
<tr>
<td>Net changes other than price</td>
<td>(37)</td>
<td>(21)</td>
</tr>
<tr>
<td>Net price increases/(reductions)</td>
<td>4</td>
<td>-</td>
</tr>
<tr>
<td>Net increase/(reduction)</td>
<td>(33)</td>
<td>(21)</td>
</tr>
</tbody>
</table>

2.4 During September, there was an overall net reduction in cost and associated mileage. This included route revisions to serve Bolton Interchange.

3.1 Timing differences on various planned costs mean that they have not yet been incurred during the financial year. The variances are primarily as a result of:-
• Timing differences on support costs primarily relating to TfGM owned hybrid buses expenditure, the majority of which will reverse later in the year; and
• Savings achieved on contract renewals.

3.2 This means that overall expenditure on Subsidised Services (net of income) was £599,000 lower than budget in the six months to September 2017.

4. **De minimis Contracts**

4.1 The 1985 Transport Act (as amended by the 2000 Transport Act) introduced the provisions which govern the duties of local and Integrated Transport Authorities to secure local bus services where these would otherwise not be met. Authorities with forecast expenditure on bus service subsidies in any one year of £600,000 or more are able to spend up to 25% of total subsidised contract expenditure on “De Minimis contracts” without undertaking a competitive tender process. There is no limit on individual contract values or on spend with any single operator.

4.2 The annualised value of contracts let under the “De Minimis” regulations is £1,393,000. This represents 5.3% of the total annualised value of contracts of the subsidised bus network. The table below summarises the level of de minimis contracts over the past three years.

<table>
<thead>
<tr>
<th>12 month period to</th>
<th>De Minimis Contract Costs £000</th>
<th>De Minimis Contracts as % of Total Contract Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>30-Sep-14</td>
<td>2,398</td>
<td>6.8%</td>
</tr>
<tr>
<td>31-Mar-15</td>
<td>1,776</td>
<td>5.4%</td>
</tr>
<tr>
<td>30-Sep-15</td>
<td>1,610</td>
<td>4.9%</td>
</tr>
<tr>
<td>31-Mar-16</td>
<td>1,535</td>
<td>4.9%</td>
</tr>
<tr>
<td>30-Sep-16</td>
<td>1,461</td>
<td>4.5%</td>
</tr>
<tr>
<td>31-Mar-17</td>
<td>1,698</td>
<td>5.3%</td>
</tr>
<tr>
<td>30-Sep-17</td>
<td>1,393</td>
<td>4.5%</td>
</tr>
</tbody>
</table>

5. **Recommendations**

5.1 Members are recommended to note the contents of this report.

Steve Warrener
Finance and Corporate Services Director

Alison Chew
Interim Head of Bus Services
PURPOSE OF REPORT

To update Members on the Travel Safe Partnership’s approach to tackling anti-social behaviour on the bus networks.

RECOMMENDATIONS

Members are asked to:

i. Note the TravelSafe Partnership’s additional frontline support and the enhancements to the approach to tackling anti-social behaviour on the transport networks.

BACKGROUND DOCUMENTS

Previous report to Bus Network & TfGM Services Sub Committee – 10 March 2017

CONTACT OFFICERS

Stephen Rhodes 0161 244 1092 stephen.rhodes@tfgm.com
1. Background

1.1 On 10 March 2017 members were briefed on the proposed improvements to the TravelSafe Partnership’s (TSP) approach to tackling anti-social behaviour (ASB) on the bus networks and at bus stations. This report is an update on progress made since that report.

2. TravelSafe Partnership Enhancements

2.1 TSP governance arrangements have been strengthened, the Strategic Steering Group (TSSG), chaired by GMP, now meets on a quarterly basis providing greater strategic oversight and direction to the TSP. The TSSG is supported by a Crime and Anti-Social Behaviour working group (CASBR) that meets monthly. This sub group has proven effective in facilitating the exchange of information between partners in a constructive, transparent manner, thereby enabling problems to be dealt with more effectively. For example, in October, Stagecoach shared information on counterfeit £20 notes in circulation, and First Bus made partners aware of the fraudulent use of mobile phone tickets. Partners were able alert drivers, revenue protection officers and TravelSafe Unit (TSU) officers to the risk, preventative measures and enhanced monitoring was put in place.

2.2 A Communication sub group has been established with the goal of raising awareness of the TravelSafe Partnership and in doing so provide greater assurance to bus passengers that the bus network is safe. Communications officers from all TSP members have agreed a Communications Plan to deliver this aim. To date two high profile awareness activities have been delivered; the first was the Mayor’s announcement, on 14 July, of additional frontline support in the form of 50 Police Community Support Officers and 23 TravelSafe Officers to be deployed on the bus and tram networks. Secondly, there is an ongoing TravelSafe Awareness Campaign, comprising a mix of marketing collateral, high profile policing deployments and supporting communications activity.

2.3 To date 23 TravelSafe Officers and 19 Police Community Support Officers have been deployed and are patrolling the transport networks. A further 12 PCSOs are currently in training and will join the TravelSafe Unit on 27 November 2017. These additional resources reinforce the existing police inspector, police sergeant, six police constables and seven employer supported police officers. Anecdotal feedback from passengers, drivers, staff and the local community has been positive.

2.4 In addition to the dedicated TSP resources, GMP have made additional officers available to respond to spikes in ASB. This has enabled the TSP to employ ‘surge’ tactics in the form of focussed deployments to contain ASB before the behaviour becomes embedded. In recent months there
have been deployments of tactical aid units, mounted police, off road motorbikes and divisional police officers & PCSOs. Mountain bike patrols on Leigh Guided Busway have proven particularly successful in facilitating community engagement, extending the footprint of patrols and deterring ASB before it occurs. The number of reported ASB incidents on the Leigh Guided Busway has fallen from 12 in March to 9 in total in the last five months since the implementation of this particular initiative.

2.5 The rapid assimilation and analysis of data is key to informing effective, targeted operational deployments. This is challenging given the need to consolidate data from multiple sources; to address this a GMP Crime Analytics Officer, with the necessary skills, experience and security clearance to consolidate and analyse data from all partners, and to plot trends (including crime types, locations, and methods of operation) is currently being recruited. This capability will complement the increase in frontline support, enabling intelligence led, proactive operational deployments. Increasingly therefore, TSU deployments will be targeted at crime and ASB hotspots. These targeted deployments will generate further intelligence, creating a virtuous circle of analysis and operations.

2.6 Community engagement continues to be a tenet of the TSP; youth engagement, in particular, is a key priority. Transport tickets have been made available to detached youth teams in Oldham and Tameside to enable officers to work more effectively with local youths as they move about the transport network. The ‘Crucial Crew’ programme works with 10-11-year olds, educating them on how they can keep safe on the public transport networks; how to be considerate and their social responsibilities when using transport services.

2.7 TSU officers also undertake school liaison visits, aimed at 11-14 year olds, making the pupils aware of how ASB affects passengers, residents and bus drivers, particularly on school buses. Officers also raise awareness of the consequences of the actions of those engaged in ASB. Schools close to ASB hotspots are routinely engaged as part of any wider operational response to contain ASB whenever and wherever it occurs.

2.8 There has been a renewed emphasis on engagement with residents and businesses. For example, the TSU also undertook a ‘hearts and minds’ campaign with local residents and bus drivers on the Leigh Guided Busway in April and May 2017. During this exercise officers cleared the garden of an elderly resident who had had objects thrown into her garden and damage to a fence was reported and subsequently repaired preventing unauthorised access to the rear of the properties.

2.9 Focus has also been given to improving the communication and coordination between the TSU and bus station staff. Doing so has led to a greater appreciation of the challenges and frustrations experienced by the frontline staff and has enabled the TSU to address these challenges working in a closer, more collegiate fashion.
3. **Current Trends**

The above graph shows ASB reported to TfGM affecting the two major bus operators, all bus station staff and all bus shelters in Greater Manchester over the twelve month period from October 2016 to September 2017. During that time a total of 3,583 ASB incidents were reported and, encouragingly, the overall trend for ASB reports is downwards.

3.1 The above graph shows ASB reported to TfGM affecting the two major bus operators, all bus station staff and all bus shelters in Greater Manchester over the twelve month period from October 2016 to September 2017. During that time a total of 3,583 ASB incidents were reported and, encouragingly, the overall trend for ASB reports is downwards.

3.2 In January 2017 there was a spike in ASB which comprised of damage to a significant number of bus shelters, damage to buses and bus stations, and also ASB involving groups of teenagers. “Break glass” hammers were stolen from buses and these were used to damage vehicles and shelters. The groups were often made up of the same individuals and the ASB was predominantly focussed in Stockport and south Manchester areas. Targeted “surge” operations were put in place and TSU Officers liaised closely with neighbourhood policing teams (NPTs), which ultimately led to those responsible being identified and convictions and criminal behaviour orders (CBOs) being secured.

3.3 Rough sleeping, and negative behaviours associated with it, increased at Shudehill and Bolton Interchanges in the early months of 2017. This was addressed by a combination of working with local authority homelessness teams, the voluntary sector and improving security measures at the locations.

3.4 The Leigh Guided Busway had numerous incidents in February, March and early April, including a tree being deliberately felled across the busway. A
surge response was implemented and as previously mentioned a new initiative of Police Officers patrolling the busway along the multi-user path on bicycles proved particularly successful. This tactic enables officers to cover the entire “off road” section of the busway several times in one shift and approach the perpetrators of ASB in a less obvious way, which has resulted in reports of ASB along the busway being significantly reduced.

3.5 Following the MEN Arena bomb on 22nd May, TSU deployments were altered to focus on public reassurance in and around Manchester city centre, although some deployments were still tasked with dealing with ASB on the network. Rochdale experienced significant issues with a group of teenagers between April and June; a multi-agency approach involving GMP/TSU/Metrolink/local authority children’s services/Youth Offending was adopted to address this. Additional TSU patrols were deployed and NPTs put extra Police Officers in the town centre, which culminated in the main ringleader being served a CBO banning them from the town centre and transport hubs. As a result of these interventions problems at Rochdale Interchange have been substantially reduced.

3.6 The lighter nights and school summer holidays saw a significant increase in damage to bus shelters in July, especially in Manchester and Bury. In August, the last two weeks of the month saw a sharp increase in the number of reports being made by bus services that were particularly targeted in an area of north Manchester and along the A6 corridor by youths throwing missiles and subsequent criminal damage. TSU has responded by increasing the patrolling presence in the Stockport and Moston areas, and following discussion at the CASBR meeting, it was agreed to deploy PCSO’s on bus and foot patrol along the A6 corridor in the vicinity of Crowcroft Park and at Reddish Vale.

4. Next Steps

4.1 A key priority is to conclude the recruitment of the Crime Analyst, as this will enable intelligence led, proactive operational deployments that deter ASB from occurring in the first instance.

4.2 Improving the travelling public’s awareness of the TravelSafe Partnership, and in doing so providing greater assurance to public transport passengers that the services are safe will be an area of focus. The effectiveness of the current campaign will be assessed and a further campaign will be informed by lessons learned and intelligence assessments undertaken by the Crime Analyst.

4.3 TravelSafe will seek to build on the ‘hearts & minds’ engagement activity undertake by the team and also to enhance the integration with divisional police, local authorities and charities.
5. **Recommendations**

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

Stephen Rhodes  
Customer Director
PURPOSE OF REPORT

To inform members of the observed operational performance of the Greater Manchester bus network for the 2017/18 mid-year period and compare it against the level achieved in 2016/17.

RECOMMENDATIONS

Members are asked to note:

i) the challenging operational conditions resulting from major infrastructure works, planned events and unplanned roadworks; and

ii) the high environmental standards of the bus fleet within Greater Manchester.

BACKGROUND DOCUMENTS

<table>
<thead>
<tr>
<th>Report</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Network Performance 2016/17</td>
<td>7 July 2017</td>
</tr>
<tr>
<td>Bus Network Performance 2016/17 Mid-Year</td>
<td>20 January 2017</td>
</tr>
<tr>
<td>Bus Network Performance 2015/16</td>
<td>8 July 2016</td>
</tr>
</tbody>
</table>

CONTACT OFFICERS

Alison Chew 0161 244 1726 alison.chew@tfgm.com
1. **Background**

1.1 According to passenger research, punctuality and reliability, as experienced by 201.6 million passengers in Greater Manchester (2016/17), are key service improvement priorities. The latest Transport Focus survey (Autumn 2016) indicated that within Greater Manchester, 83% of passengers are satisfied with their overall journey.

1.2 TfGM proactively works in partnership with the bus operators and highway authorities to identify performance issues and drive operational improvements on both commercial and tendered services. However, the scale and number of infrastructure works on radial routes and in the Regional Centre, particularly those in connection with the Bus Priority Package, Metrolink Second City Crossing and the Challenge Fund carriageway resurfacing works, combined with internal operational issues (e.g. service cancellations) have caused significant challenges/issues for bus operators over the last 12 months (Oct 16 – Sept 17).

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 and provides an influential evidence base on bus performance, particularly with respect to the Bus Operators Code of Conduct (CoC) and Supplier Rating.

1.4 The development and implementation of the Optimised Public Transport Integration System (OPTIS), which incorporates direct feeds from the bus operators' Automatic Vehicle Location (AVL) systems, will make available detailed and comprehensive real time performance information, including journey time profiles and variances when fully implemented. This level and quality of coverage is not currently available, however as an interim measure AVL based monthly performance summary reports are provided by key operators.

2. **Bus Network Performance**

*Introduction*

2.1 This report presents network wide bus performance statistics for the Greater Manchester region and tracks performance levels against the CoC and Traffic Commissioner targets:

- Reliability - 97.0%;
- Regularity - 97.0%;

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1 All heavy works on the Second City Crossing were completed in 2016; the remainder were complete in February 2017, and the Second City Crossing was officially opened on 26 February 2017
- Start-Point Punctuality - 90.0%; and
- Mid-Point Punctuality - 70.0%.

2.2 Figure 1 and Figure 2 summarise the network headline results for 2017/18 mid-year period split between those registered to adhere to a timetable with specific departure times (scheduled services) and those registered to operate six buses an hour or more, with the associated timetable stating the service frequency (frequent services).

2.3 In considering the observed bus fleet, performance in terms of vehicle age and engine emission standards is outlined in Figure 1 and Figure 2 and assessed based on observations from both frequent and scheduled services.

2.4 A Glossary of Terms is provided in Appendix One.

### Figure 1: Network Performance 2017/18 Mid-Year

<table>
<thead>
<tr>
<th>Measure</th>
<th>Minimum Standard</th>
<th>Network Average</th>
<th>Above/Below Standard</th>
<th>Change from 2016/17</th>
<th>Trend¹</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scheduled Service Performance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reliability</td>
<td>97.0%</td>
<td>77,415</td>
<td>97.9%</td>
<td>Above</td>
<td>-0.17%</td>
</tr>
<tr>
<td>Start Point Punctuality</td>
<td>90.0%</td>
<td>36,845</td>
<td>89.2% (89.3%)⁴</td>
<td>Below</td>
<td>0.19%</td>
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<tr>
<td>Mid-Point Punctuality</td>
<td>70.0%</td>
<td>40,570</td>
<td>79.5% (77.2%)⁵</td>
<td>Above</td>
<td>0.93%</td>
</tr>
<tr>
<td>Overall Punctuality²</td>
<td>80.0%</td>
<td>77,415</td>
<td>84.4%</td>
<td>Below</td>
<td>0.56%</td>
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<tr>
<td><strong>Frequent Service Performance</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regularity</td>
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<td>29,308</td>
<td>95.2%</td>
<td>Below</td>
<td>0.09%</td>
</tr>
<tr>
<td><strong>All Service Vehicle Quality</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Euro IV +</td>
<td>87.1%</td>
<td>-</td>
<td>1.69%</td>
<td>Improving</td>
<td></td>
</tr>
<tr>
<td>Hybrid Diesel</td>
<td>-</td>
<td>26,567</td>
<td>-2.19%</td>
<td>Declining</td>
<td></td>
</tr>
<tr>
<td>Euro VI</td>
<td>-</td>
<td>20.4%</td>
<td>2.37%</td>
<td>Improving</td>
<td></td>
</tr>
<tr>
<td>Age (Yrs)</td>
<td>7.4</td>
<td>0.3</td>
<td></td>
<td>Stable</td>
<td></td>
</tr>
</tbody>
</table>

¹ Reliability/Regularity:<0.1% Stable >=-0.1%; Punctuality:<0.2% Stable >=-0.2%; Emissions:<0.5% Stable >=-0.5%; Vehicle Age:<0.5yr Stable >=-0.5yr
² Merseyside - 84%, West Midlands - 79%, West Yorkshire - 83%, Lancashire - 79% (2015/16) : Department for Transport Table BUS0902
³ Based on operator supplied monthly AVL performance reports.

### Scheduled Service Performance

2.5 The reliability of scheduled services (Figure 1 and Figure 2) at the network level has declined to 97.9% (2017/18 Mid-Year) from 98.1% in 2016/17, however this is above the Code of Conduct minimum standard (97%).

2.6 Start-point punctuality of scheduled services is an area where TfGM has sought more action on the part of operators, as it is incumbent on them to provide reasonable recovery time and develop contingency plans to enable
journeys to start punctually. Traffic congestion in the Regional Centre has impacted on the ability of operators to increase recovery times – particularly given the limited space available for vehicle layover – while work continues to develop and better utilise AVL data for service planning.

2.7 The 2017/18 mid-year network level performance for start-point punctuality was observed at 89.2% (Figure 1 and Figure 2), just under the Code of Conduct minimum standard (90%), but remaining relatively stable when compared with performance level in 2016/17 (89.0%). The equivalent network performance recorded through the operators’ AVL system (24/7 dataset) was 89.3%.

2.8 The scale and intensity of the infrastructure works in the Regional Centre and on key radial corridors, combined with the level of planned and unplanned roadworks, has directly impacted on operator performance during the 2017/18 mid-year period. Although the majority of these major transformation works were completed at the end of April 2017, performance between July and September 2017 (90.5%, 2017/18 Q2) has significantly declined from the level achieved in the equivalent quarter of 2016 (92.2%, 2016/17 Q2). During this period, further network disruption resulted from the A6 Viaduct closure, Moses Gate burst water main and the resurfacing works on Rochdale Road.

Figure 2: Network Service Performance 2017/18 Mid-Year

2.9 Mid-point punctuality of scheduled services is an area where TfGM anticipates action from both bus operators, highway authorities and other
stakeholders who have an influence over the management of the local and strategic road network.

2.10 At the network level (Figure 1 and Figure 2) the mid-point punctuality of scheduled services has increased to 79.5% (2017/18 mid-year) from 78.6% (2016/17). Observed network performance is over nine percentage points higher than the Traffic Commissioner’s minimum standard (70%) despite the difficult operating environment, particularly within the Regional Centre. Network performance recorded through the operators’ AVL systems was fractionally lower at 77.2% (2017/18 mid-year). It is also worth noting that bus departure levels in Greater Manchester have declined in recent times, from 150,601 weekly bus departures (Jan 15) to 141,961 (Sept 17), reflecting reduced frequencies utilising the same vehicle resource on a number of services.

Operator Code of Conduct

2.11 The Bus Operators Code of Conduct (CoC) membership comprises Arriva, First Manchester, Jim Stones Travel, Rossendale Transport, Stagecoach Manchester and Transdev (87.0% of network mileage - July 17). For the 2017/18 mid-year period, the collective performance of the Code of Conduct operators exceeds the desired performance targets for both reliability (97.8%) and mid-point punctuality (79.9%), although start-point punctuality is below the required standard (88.9%). The quality of the fleet has continued to improve with the percentage of Euro IV+ vehicles (87.7%) exceeding the network average (87.1%).

Frequent Services

2.12 In the case of frequent services, the key issue for passengers is not the adherence to a specific set of timetabled departures, but the regularity of the service compared to their expectations. Performance is measured at intermediate timing points of a journey therefore this is another area where the CoC membership has acknowledged there may be a need for highways management interventions to achieve the minimum standards.

2.13 Network mid-point regularity performance (Figure 1 and Figure 2) for 2017/18 Mid-Year period was 95.2%, which is stable when compared with the performance level achieved in 2016/17 (95.2%), but continues to operate below the CoC minimum standard (97%).

2.14 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 during 2017/18 mid-year period including construction activity associated with the Bus Priority Package, Metrolink Second City Crossing and the Challenge Fund carriageway resurfacing works. The network level regularity figure masks some significant improvements and operator actions that have been tracked at a corridor level.
3. Fleet Profiles

3.1 The observed\(^2\) bus fleet performance in terms of vehicle age and engine emission standards are presented in Figure 1 and Figure 3.

3.2 The bus fleet profile within Greater Manchester (~2,555 vehicles, Oct 17) has continued to improve, with an increased deployment of low emission vehicles on key service routes. Although the proportion of hybrid diesel-electric vehicles observed has declined between 2017/18 Q2 (13.9%) and 2016/17 (16.1%), the proportion of Euro VI has continued to improve and now stands at 20.4% (2017/18 Q2). As of Oct 17, there were 384 (15.0%) low-carbon emission vehicles in the Greater Manchester bus fleet, of which TfGM owns 150 (109 low-carbon emission and 41 exhaust retrofit vehicles). In contrast, 28.5% (2,729) of the Greater London bus fleet (9,590) are categorised as hybrid\(^3\).

Figure 3: Fleet Profile (2017/18 Mid-Year)

3.3 Further improvement in the emissions standards of the Greater Manchester bus fleet is set to continue given the large sized operators’ existing and proposed vehicle investment plans, particularly Stagecoach Manchester. The overall level of fleet investment by Arriva, First Manchester and Stagecoach is summarised in Figure 4.

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\(^2\) 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.

3.4 The average age of the Greater Manchester bus fleet was observed at 7.4 years (2017/18 mid-year), which is fractionally higher than the age profile (7.1 years) recorded in 2016/17, but does compare favourably with 7.6 years for local bus services in England (2015/16). The average age of the Greater London bus fleet is 5.5 years (Jun 17).

3.5 All vehicles observed through PRMS are low floor accessible and therefore meet the accessibility standards specified by the Public Service Vehicle Accessibility Regulations.

4. District Engagement Update

4.1 The scale and number of planned infrastructure works on radial routes and in the Regional Centre, particularly those in connection with the Bus Priority Package, A6 Viaduct Closure and the Challenge Fund carriageway resurfacing works, combined with the impact of unplanned works (i.e. Moses Gate burst water mains) have caused significant operational challenges for bus operators during the 2017/18 mid-year period.

4.2 For the 2017/18 mid-year period, 91,856 roadworks were registered through the Greater Manchester Road Activity Permit System representing an 17.1% increase from the level recorded in 2016/17 (78,437). A significant proportion of the works were related to immediate emergency works (19,568; 22.9%). An overview of bus service punctuality performance at the district level is provided in Figure 5.

4.3 The impact of the Regional Centre and Bus Priority Package infrastructure works was mitigated where possible by on-going dialogue with bus operators through the Regional Centre Traffic Management Group. The Second City Crossing and Regional Centre bus routes works were finished in January 2017, after which bus performance on the affected routes improved significantly. Work on Oxford Road (Greater Manchester’s busiest bus route) continued until May 2017. These works resulted in significant delays to bus operations with significant amounts of additional bus resources being utilised to maintain published timetables.

4.4 Other key roadworks on radial routes have included Challenge Fund resurfacing works along lengths of the A6 Stockport Road and A57 Hyde Road in Manchester. In addition, the A6 Stockport Rd was closed during

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4 Annual Bus Statistics 2015/16 (Department for Transport)
6 Information provided by the Greater Manchester Road Access Permit department
summer in Stockport town centre for bridge waterproofing works, reopening on the 16 Oct 17. Where possible works have been undertaken during the off peak period; nevertheless there has been a significant impact upon bus operations. Given the impact of the works on the key radial routes, the Regional Centre Co-ordination Group’s role has been extended to cover those corridors. The group seeks to co-ordinate and minimise the impact of works and provide early notification/mitigation wherever possible.

4.5 In addition, all bus operators receive a daily email, automatically generated from the GMRAPS system, which details unique roadworks information relating to their bus service network. Bus performance in the Regional Centre is also often impacted by the number of events that often result in road closures and associated delays such as Pride and Greater Manchester Cycle Race.

Figure 5: District Performance 2017/18 Mid-Year Vs 2016/17

4.6 In terms of significant infrastructure projects which may have impacted on performance, the ‘Challenge’ surfacing package of works in Manchester had an ongoing impact and to mitigate the impacts regular meetings were held with MCC to ensure operators were informed of the phasing of works and traffic management plans, and have influenced the works to ensure impact on the network is minimised.
4.7 In Salford, to assist with the impacts of the Ordsall Chord works, schemes on the A580 East Lancashire Road and the A57 Liverpool Road; regular liaison with the City Council was facilitated regarding future works through the Regional Centre co-ordination meetings. Interventions were delivered with Salford’s traffic management team in respect of working hours and methods for roadworks when they cause unexpected disruption.

4.8 The Metrolink Trafford Park Line works also have the potential to cause significant impacts on service delivery. In response, a weekly meeting is held to discuss the traffic management plans in order to prepare diversions in a timely manner and inform operators of any forthcoming disruption and co-ordinating with contractors to ensure that works are undertaken to minimise disruption.

5. Conclusions

5.1 The Greater Manchester bus network carries circa 200 million passengers per annum, representing over 75% of the public transport market (Jul 16 – Jun 18). The operational performance results for the 2017/18 mid-year period continued to highlight the high service performance standards achieved by the Greater Manchester bus network despite the challenging operating conditions, including over 91,568 registered roadworks and specific bus operator issues. Mid-point punctuality (79.5%) performance had continued to improve and exceeded the Code of Conduct minimum standard. Start-point punctuality had stabilised at 89.2%, just short of the Code of Conduct threshold (90%) and schedule service reliability remained high (97.9%).

5.2 The environmental standards of the Greater Manchester bus fleet has continued to improve with the proportion of Euro IV or above standing at 87.1% (2017/18 mid-year). The proportion of the fleet which was classified as Euro VI had increased significantly to 20.4%; supported by the continued investment in the fleet by Stagecoach Manchester.

6. Recommendations

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

Alison Chew
Interim Head of Bus Services
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 TIGM 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 and 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.

- **Vehicle Age**: Based on the difference between the vehicle registration date and survey date.
Exclusion of Press and Public

To consider and, if thought fit, to pass the following resolution:

That, in accordance with Section 100(4) of the Local Government Act 1972, the public and press are excluded from the meeting at this juncture for the following business on the grounds that it involves the disclosure of exempt information as defined in the respectively indicated paragraph(s) of Part 1 of Schedule 12A of the Act.

It would not be, on balance, in the public interest to disclose this information to the public and press for the reasons indicated within the report(s).