

TRANSPORT FOR GREATER MANCHESTER COMMITTEE

**MINUTES OF THE MEETING OF THE BUS NETWORK AND TfGM
SERVICES SUB COMMITTEE, HELD ON 7 OCTOBER 2016 AT
MANCHESTER TOWN HALL**

PRESENT:

Councillor David Chadwick	Bolton
Councillor Stuart Haslam	Bolton
Councillor Noel Bayley	Bury
Councillor Naeem Hassan	Manchester
Councillor Chris Paul	Manchester
Councillor Howard Sykes	Oldham
Councillor Philip Burke	Rochdale
Councillor Robin Garrido	Salford
Councillor Barry Warner	Salford
Councillor Tom Grundy	Stockport
Councillor Warren Bray	Tameside
Councillor June Reilly	Trafford
Councillor Mark Aldred	Wigan (Chair)

OFFICERS IN ATTENDANCE:

Howard Hartley	Head of Bus, TfGM
Martin Shier	TfGM
Mike Evans	TfGM
Steve Gilholme	TfGM
Clare Leeming	TfGM
Nick Roberts	TfGM
Nicola Ward	GMIST
Emma Stonier	GMIST

ALSO PRESENT: (Part A items only)

Adam Clark	Stagecoach Manchester
Ian Humphreys	First Manchester
Bob Dunn	Diamond Bus
Nigel McKinney	Manchester Community Transport

BN/16/16 APOLOGIES FOR ABSENCE

Apologies were received from Cllr James Grundy, Arriva and also Rosso.

BN/16/17 URGENT BUSINESS AND CHAIR'S COMMUNICATIONS

Welcome

The Chair welcomed Members to the Bus Network and TfGM Services Sub Committee meeting.

The Chair also welcomed representatives from Bus Operators and thanked them for their continued attendance.

BN/16/18 DECLARATIONS OF INTEREST

Councillor Aldred declared a personal, prejudicial interest in Item 6, Ring and Ride Performance and Development Update.

BN/16/19 MINUTES

The Minutes of the proceedings of the Bus Network and TfGM Services Sub Committee meeting held on 8 July 2016 were submitted.

Resolved/-

That the Minutes of the proceedings of the Bus Network and TfGM services Sub Committee, held on 8 July 2016, be agreed as a correct record.

BN/16/20 PASSENGER INFORMATION – UPDATE

A report was presented to update the Sub Committee on the provision of passenger information during the period March 2016 to August 2016 in Greater Manchester.

During this period a total of 167 bus timetable guides for service changes were produced and a total of 784,000 were printed, a total of 679,521 bus timetables were viewed in the timetable library, 12,248 timetable displays were updated in Greater Manchester and 1,004,202 TfGM bus guides for service changes were distributed to 836 outlets including Travelshops.

OPTIS is TfGM's proposed new Optimised Public Transport Integration System. The proposed system is critical to TfGM delivering the Smarter Travel package. The new TfGM journey planner will provision real-time

passenger travel information across a number of platforms, to inform travel decisions and for use by GM operations in response to incidents and planned events. In August 2016 the my.tfgm.com website was launched, and the next phase will deliver wider enhancements including cycling and vehicle journey planning, electric vehicle charging points and park/ride facilities, with planned integration of real time information currently scheduled before the end of 2016.

Resolved/-

1. To note the contents of the report.
2. To bring a presentation to the meeting in November outlining the introduction and future plans for real time information.

BN/16/21 RING AND RIDE PERFORMANCE AND DEVELOPMENT - UPDATE

Cllr Warner took the chair.

Members considered a report which provided an overview of recent performance and developments on the Ring and Ride.

Members noted the 20% cancellation figure, and that some instances of cancellations occurred on the door and also questioned why work into cancelled trips had not been undertaken previously. TfGM updated that over the past couple of years more scrutiny has taken place and that work is underway with Ring and Ride to address causes of regular cancellations.

A member commented on complaints received relating to the driver, whether there was any information on the reasons for these complaints and whether any training needs had been identified which could help to reduce these complaints. TfGM will ask for more clarity from Ring and Ride about their training and understanding the nature of their complaints and present in future reports.

A member asked whether there was any evidence of the impact of congestion on cancellations, for example if a previous booking had arrived late. TfGM will take explore and present in future reports.

A member commented that there were 30 complaints from January-July 2016 and that the way the data is presented could indicate that the number is more significant. TfGM will take this away and look into the way this data is presented in future reports.

Resolved/-

1. To note the contents of the report.

BN/16/22 METROSHUTTLE PERFORMANCE, PATRONAGE AND ROUTE CHANGES – UPDATE

Members received a report on the performance and patronage levels on the Manchester Metroshuttle Network for the period January to June 2016.

The Customer Satisfaction Survey was undertaken in July 2016. Almost all attributes have shown improvement following a decrease in the previous two periods. Two of the most improved attributes; destination display and on-board information were updated in May 2016, with the launch of the Next Stop Announcements.

Patronage has declined against January to June 2015, but it is considered that ongoing works in Manchester City Centre are in part attributable to this reduction. Due to the decline in patronage the cost per passenger has risen to £1.34.

Service changes will be introduced to routes 1, 2 and 3 which aim to address the decline in patronage on the service, since the introduction of the original changes in June 2015. All new routes will be introduced from the 13 November 2016.

A member commented that it would be useful if the metroshuttle service was advertised to customers in mainline train stations, as an alternative form of transport; for example if a train was delayed. TfGM, as part of their re-launch of the service, will re-visit this.

A member noted the success of the Next Stop Announcement and asked whether there were plans to implement this across other services in future. TfGM would like to see further roll out and this has been implemented on some services in Bolton. Stagecoach, First, Diamond and MCT confirmed that there were no current plans to roll this out across services in the near future but would update members as appropriate.

Resolved\-

1. To note the contents of the report.
2. To note the changes to the services that will be implemented from November 2016.
3. TfGM to look at options for advertising Metroshuttle services at other mainline rail stations.
4. TfGM and Operators to update members on rolling out talking buses.

BN/16/23 PASSENGER SHELTERS – UPDATE

The sub committee received a report updating members on the current number of passenger shelters installed across Greater Manchester and any associated issues.

A member asked whether the local environment, for example if the area was a conservation area, was considered in the design of passenger shelters. TfGM confirmed that bespoke designs have been installed in consultation with districts, and that this is something which members are welcome to contact TfGM to discuss on an individual basis.

A member asked how long it took for the glass in passenger shelters to be replaced when it has been damaged. TfGM confirmed that repairs to shelters which are TfGM owned take place within 24 hours and those which are maintained by JC Decaux take place within 48 hours, but where possible within 24 hours.

A member asked how the success of the 'Bus Stop for the Future' will be assessed. TfGM updated that currently the shelters are in a trial period, and that the success will be measured through a passenger survey in 6 months time. A member asked whether there were alternative bus shelter of the future designs. TfGM confirmed that there was one current design.

Resolved\-

1. To note the number of current and active requests for additional passenger shelters.
2. To note the outcome of the latest patronage surveys and, for those stops that achieved the required patronage levels, endorsed the progress to public consultation.
3. To note the information regarding the 'Bus Shelter of the Future'.
4. To note the information regarding the Salford Bolton Network Improvements.
5. To note the information regarding shelter maintenance and cleaning.

BN/16/24 FORTHCOMING CHANGES TO BUS NETWORK

Members considered a report 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 and sought guidance from Members on the action proposed, as set out in the appendices to the report.

A member noted the changes to 517/518 service and the Horwich Local Link for which there is a degree of uncertainty over due to cost pressures. This is a concern for local residents and also highschool pupils who use this service. TfGM officers updated that they are currently working on options and will engage with local members on this.

A member sought assurance regarding the route of the 19/19A. TfGM will investigate impact of any changes.

Officers provided a verbal update following a recent meeting in Bury relating to changes to the 478 service. On the basis of feedback it has been agreed to reinstate some journeys and usage will be monitored going forward.

A member thanked TfGM for their recent engagement with local councillors regarding changes to the 443 service.

A member welcomed changes to the 330 service, however they noted concerns that the works on the bus corridor in Hyde/Ashton may have an impact on punctuality. TfGM stated that from a planning perspective they deem this reasonable and operators consider this to be deliverable. Reliability will be monitored and Stagecoach confirmed there are measures in place to amend if necessary.

A member noted the extension of the 330 service to the airport but noted there were no details included in the report of timings for the fast route. Stagecoach confirmed the fast route would use the M60/M56 and the journey time would be approximately 25 minutes from Stockport. TfGM will send details of the route to members.

A member noted their thanks for the engagement from First Buses regarding the withdrawal of the 35 service. Additionally the member asked how often the subsidised services policy was reviewed. The Chair confirmed that the cost threshold was agreed by the Committee and was reviewed on a regular basis. TfGM offered to pick up these concerns.

Resolved\-

1. To note the changes to the commercial network and the proposals not to replace the de-registered commercial services as set out in Annex A.
2. To note the proposed actions in respect of de-registered commercial services as out in Annex B.
3. To note the proposed changes to existing general subsidised services as set out in Annex C.
4. TfGM to engage with elected members in Bolton regarding the services 517/518 and Horwich Local Link.

5. TfGM to investigate the impact of service changes to the 19/19A routes.
6. TfGM to monitor changes to service 478.
7. TfGM/Stagecoach to monitor impact of the bus corridor works in Ashton/Hyde on service 330.
8. TfGM to circulate details of the service extension of some 330 buses to Manchester Airport.
9. TfGM to look at service 35 with elected members from Salford.

BN/16/25 EXCLUSION OF PRESS AND PUBLIC

Resolved/-

To agree 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, Schedule 12A, Local Government Act 1972 and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

BN/16/26 FORTHCOMING CHANGES TO THE BUS NETWORK

Members considered a paper that provided commercial information relating to the changes that have taken place or proposed to the bus network since the last meeting of this Sub-Committee, in relation to services 613, 368/369, 610, 605/606, X57, 288, 44, 130, 330 and 443.

Resolved/-

1. To agree the proposed recommendations relating to changes to services 613, 368/369, 610, 605/606, X57, 288, 44, 130, 330 and 443.

BN/16/27 REVIEW OF SUBSIDISED BUS SERVICES BUDGET

A report was provided which updated Members on the current position of the 2016/17 subsidised bus services budget. An increase in commercial de-registration of services has led to an associated increase in costs.

Resolved/-

1. To note the contents of the reports.

BN/16/28 DATE OF NEXT MEETING

The Sub-Committee will next meet on 18 November 2016.