

## **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 it's 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 particular 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.