PRESENT:

Councillor David Chadwick  Bolton
Councillor Noel Bayley  Bury
Councillor Naeem Hassan  Manchester
Councillor Chris Paul  Manchester
Councillor Howard Sykes  Oldham
Councillor Phil Burke  Rochdale
Councillor Patricia Sullivan  Rochdale
Councillor Barry Warner  Salford
Councillor Annette Finnie  Stockport
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

ALSO PRESENT:

Alistair Nuttall  Arriva
Matt Rawlinson  Diamond
Ian Humphreys  First Manchester
Adam Clark  Stagecoach
Ben Jarvis  Stagecoach
Nigel McKinney  MCT
BN/18/64 APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Robin Garrido.

BN/18/65 URGENT BUSINESS

The Chair opened the meeting and welcomed Members and representatives from bus operators.

At the request of the operator First Manchester, the Chair suggested and Members agreed, that a commercially sensitive and confidential update would be provided in Part B of the agenda.

BN/18/66 DECLARATIONS OF INTEREST

The Chair declared a personal and prejudicial interest in Item 8 – Ring and Ride Performance by virtue of him being a Board Member of Greater Manchester Accessible Transport Limited (GMATL) and would leave the meeting at the appropriate juncture. The Deputy Chair would take the role of Chair for this item.

BN/18/67 TO APPROVE THE MINUTES OF THE LAST MEETING HELD ON 9 MARCH 2018

The minutes of the Bus Network and TfGM Services Sub Committee meeting held on 9 March 2018 were submitted.

Arising from minute BN/18/56 a Member asked why First Manchester had not apologised to passengers for their unsatisfactory performance. First Manchester advised that as soon as their revised service and action plan was embedded, it was their intention to communicate a statement to passengers.

Resolved/-

That the minutes of the Bus Network and TfGM Services Sub Committee, held on 9 March 2018, be agreed as a correct record.

BN/18/68 PASSENGER SHELTERS UPDATE

Members considered a report that provided an update on the number of passenger shelters presently installed across Greater Manchester.

Resolved/-

That Members:

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.

4. Endorsed Officers’ recommendations in relation to an appeal submitted in respect of providing a new bus top on Watling Street, Bury.

**BN/18/69  PASSENGER INFORMATION PROVISION**

Consideration was given to a report that updated the Committee on the provision of passenger information in Greater Manchester, during the period September 2017 to February 2018.

A Member enquired about timetable changes and where they identified at bus stops. Officers explained that timetable changes were undertaken at bus stops prior to any changes taking place.

Resolved/-

That Members noted the report.

**BN/18/70  REVIEW OF SUBSIDISED BUS SERVICES BUDGET**

A report was presented that updated Members about the current position on the 2017/18 subsidised bus services budget. The report updated Members on the annualised cost of the general subsidised services network at 28 February 2018, summarised changes in cost over the previous one, 11 and 12 month periods to February 2018 and the current position against the 2017/18 subsidised services budget.

A Member asked about the end of year forecast (net expenditure for the 2017/18 financial would be approximately £700k lower than budget – subject to review and audit) and if that would remain the same at the end of the year. Officers envisaged that the figures would not change.

Resolved/-

That the report be noted.

**BN/18/71  RING AND RIDE PERFORMANCE UPDATE**

Having declared a personal and prejudicial interest in this item, the Chair withdrew from the meeting at this juncture. The Deputy Chair took over the role of Chair for this item.

Consideration was given to a report that asked Members to note progress in relation to the delivery of ring and ride services provided by GMATL. The report covered service
Members raised a number of questions, which were noted as follows:

- Members were concerned about the number of cancellations and costs their implications. It was suggested that costs could be mitigated if the number of cancellations were reduced. Officers explained that GMATL would be asked to quantify the costs and the information would be provided in the next report. Ways to stop people misusing the service would also be considered. However, the needs of individual users must be taken into account. A software system, which would make it easier to book, cancel and provide reminders about bookings was being investigated.

- Members from Rochdale and Stockport requested and Officers agreed, to provide them with a report, which would detail where the cancellations were coming from in their Districts.

- A Member reported that he had received recent feedback from residents about drivers turning up early or late and asked that statistics were collected to understand the situation. The Member also wanted to know how passengers should complain. Officers agreed to collate statistics. In terms of complaints, the regular procedure was for residents to go directly to GMATL. However, on this occasion, regular complainants could speak to TfGM Officers. Meetings with GMATL took place on a regular basis and such issues would be raised. Members were also asked to collect information about early and late services from their residents.

- A Member was concerned about the GMATL depot moving from Bolton to Wigan and wanted reassurance about service continuity. Officers agreed that more understanding was required.

- Whilst the service was good value for money, there had been two fare increases in 18 months and a Member asked that this was not revisited again for the next 18 months as residents in Rochdale could potentially struggle to meet the cost. Officers advised that fare increases would depend on bigger budgetary issues.

- A number of Members praised the service, they advised that it was efficient and had improved enormously. Officers thanked Members for the positive feedback.

- A discussion took place about the unsatisfactory service over the Easter period. A Member reported issues with bookings, unanswered telephone calls, bank holiday opening, drivers not turning up and drop off times. Officers agreed to look at statistics for the Easter period. The Member agreed that they would use an on-line booking system if it was available. However, some service users might find that particularly difficult considering their needs.
Resolved/-

That in accordance with Section 100(4) of the Local Government Act 2971, the public and press be excluded from the meeting at this juncture for the following business on the grounds that it involved the disclosure of exempt information as defined in paragraphs 2 and 3 of Part 1 of Schedule of 12A of the Act.

It would not be, on balance, in the public interest to disclose this information to the public and press.

BN/18/73 UPDATE BY FIRST MANCHESTER

The First Manchester representative provided Members with an update that covered the recent changes in business, punctuality, service changes, removal of services, industrial action, capacity, patronage, suitability of the fleet and social media to deliver service impacts.

The Chair welcomed the feedback. However, it was suggested that the positive messages from First Manchester to the public were needed.