

## Have your say on the impact of Covid-19 on GMCA's proposals for the future of your buses

The consultation runs from 09:00 on 2 December 2020 to 23:59 on 29 January 2021.

This consultation concerns the proposal to introduce bus franchising in Greater Manchester made by the Greater Manchester Combined Authority (GMCA).

Bus franchising would mean that GMCA would control the bus services to be provided in the city-region and would award contracts to operators to run services. From October 2019 to January 2020, GMCA consulted on its proposed bus franchising scheme which was supported by an Assessment of it, ("the Assessment"), prepared by Transport for Greater Manchester (TfGM). That consultation received over 8,500 responses and you can find out more about it at [gmconsult.org](http://gmconsult.org) (search for 'Doing Buses Differently'). The Assessment and that consultation, however, did not take account of the possible effects of Covid-19.

TfGM have therefore produced a Covid-19 Impact on Bus Franchising Report ("the Report"). The Report is not a new Assessment of the Proposed Franchising Scheme. It considers the potential impact and effects of Covid-19 on the bus market in Greater Manchester and how they may affect the key conclusions of the Assessment and the recommendation that franchising is the best option for reforming the bus market in Greater Manchester.

The consultation document (referenced throughout the questionnaire) explains why GMCA consider that bus franchising remains the right way to reform the bus market having considered the possible effects of Covid-19. The purpose of this consultation is to allow you to provide your views on the Assessment in the light of the Report across the five cases in the Assessment, on the Proposed Franchising Scheme, and on whether or not the Mayor should make such a scheme.

This consultation does not replicate or replace the consultation that took place between October 2019 and January 2020. Any representation that you previously made will be taken into account in any event by GMCA and the Greater Manchester Mayor before any decision is taken whether or not to make a franchising scheme. This means you do not need to repeat any earlier representations that you may have made in the previous consultation, although you are free to do so or to indicate where you may wish to modify or supplement them in the light of Covid-19.

Any responses which do not fall within the scope of the consultation will be considered but only included in the consultation analysis to the extent it is considered relevant to do so.

You do not have to respond using the questionnaire, or to answer all the questions, in order to submit a response. The other ways you can respond are set out below.

## Who can take part?

Anyone can take part in the consultation. You do not have to live in Greater Manchester or be a regular bus user to have your say. You can answer as a member of the public or in an official capacity (e.g. as an elected representative, statutory consultee, business or other organisation).

Please be aware that if you are answering in an official capacity your response may be published. Decision-makers will have access to all responses during and following the close of the consultation period. References or quotes from responses from a member of the public will be done on an anonymised basis.

## How to provide your comments

Please reply by **29 January 2021** by sending this response form or letter to the following freepost address:

### **Freepost GM BUS CONSULTATION**

Alternatively, responses will also be accepted through the following channels:

- Complete and submit a questionnaire at **gmconsult.org**
- Email a completed questionnaire or your comments to **gmbusconsultation@ipsos-mori.com**
- Via telephone on 0161 244 1100 (You will be forwarded through to independent research organisation Ipsos MORI to record your response)
- Paper copies of the questionnaire and consultation documents are available in Travelshops across Greater Manchester. Locations of Travelshops can be found at [tfgm.com/public-transport/travelshops](http://tfgm.com/public-transport/travelshops) and in Appendix 2 of the consultation document

Please tick the box(es) as appropriate and write your responses clearly in black pen within the appropriate sections. If your response is too large to fit into the boxes, please attach additional evidence. If you do so, please make it clear which questions you are answering and number any additional pages you send. If you need any support to respond or have any questions, please email **info@gmbusconsultation.com** or call the enquiries line on 0161 244 1100.

## Confidentiality and data protection

TfGM has commissioned the independent research organisation Ipsos MORI to receive and analyse responses to the consultation, and to prepare a report of the findings. Transport for Greater Manchester (TfGM) are the data controller and are delivering this consultation for GMCA under delegated authority. Both TfGM and Ipsos MORI will process your personal data in accordance with the Data Protection Act (DPA) 2018, and the General Data Protection Regulation (GDPR).

Information you provide including personal information in response to the consultation will only be published in aggregate form or anonymised. However, if you are responding to the consultation in an official capacity, we may attribute comments you make to the organisation or body you represent. It should be noted that information provided in response to this consultation, including personal information, may be subject to disclosure in accordance with the access to information regimes. These are primarily the Freedom of Information Act 2000 (FOIA), the Environmental Information Regulations (EIR) 2004, the Data Protection Act (DPA) 2018, and the General Data Protection Regulation (GDPR). Therefore, if we receive a request for disclosure of the information, we cannot give an assurance that confidentiality can be maintained in all circumstances.

Further details of how TfGM process your personal data provided during the consultation and for details of how you can exercise your rights are available at **[tfgm.com/privacy-policy](http://tfgm.com/privacy-policy)** or by emailing **[data.protection@tfgm.com](mailto:data.protection@tfgm.com)**. For Ipsos MORI's privacy policy, please visit at **[ipsos.uk/bus-privacy-policy](http://ipsos.uk/bus-privacy-policy)** or email **[gmbusconsultation@ipsos-mori.com](mailto:gmbusconsultation@ipsos-mori.com)**

If you no longer wish for us to use your personal information during the analysis stage, you have a right to have the relevant information deleted. Please email [gmbusconsultation@ipsos-mori.com](mailto:gmbusconsultation@ipsos-mori.com) before the consultation ends at 23:59 on 29 January 2021.

## Consultation questions

**Q1. In looking at the effects of the Covid-19 pandemic on the decision about whether or not to implement the Proposed Franchising Scheme, TfGM has used a number of scenarios which illustrate a wide range of potential longer-term outcomes for travel demand in Greater Manchester. Do you have any comments on this scenario-based approach?**

**For more information** see paragraphs 2.16 – 2.22 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q2. Do you have any comments on the conclusion that the Proposed Franchising Scheme is likely to perform better than the partnership option in achieving GMCA's objectives, notwithstanding Covid-19?**

**For more information** see paragraphs 2.24 – 2.40 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q3. Do you have any comments on the consideration of the impact of Covid-19 on the value for money of the Proposed Franchising Scheme and partnership option?**

**For more information** see paragraphs 2.41 – 2.52 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q4. Do you have any comments on the conclusion that the commercial arrangements described in the Assessment for franchising and the partnership option remain appropriate, notwithstanding Covid-19?**

**For more information** see paragraphs 2.53 – 2.66 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q5. Do you have any comments on the affordability to GMCA of the Proposed Franchising Scheme and partnership option in the light of Covid-19?**

**For more information** see paragraphs 2.67 – 2.91 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q6. Do you have any comments on the approach to the transition and implementation of the Proposed Franchising Scheme, including the proposed approach to managing the risks associated with Covid-19 (as set out in the Management Case of the Covid-19 Impact on Bus Franchising Report) and whether TfGM would be able to manage and implement a partnership on behalf of GMCA, notwithstanding Covid-19?**

**For more information** see paragraphs 2.92 – 2.101 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q7. Do you have any comments on the conclusions of the Covid-19 Impact on Bus Franchising Report about how Covid-19 is likely to affect the impacts of the Proposed Franchising Scheme, partnership and Do Minimum options on (a) passengers, (b) operators, (c) GMCA and (d) wider society?**

**For more information** see paragraphs 2.102 – 2.114 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q8. Do you consider that the Proposed Franchising Scheme (attached at Appendix 3 of the Consultation Document) would not require any further modification beyond those already contemplated and included in the draft scheme?**

**For more information** see paragraphs 2.115 – 2.127 of the Consultation Document.

PLEASE WRITE IN BELOW

## **Final Questions**

**Q9a. Did you respond to the previous consultation?**

PLEASE TICK ONE BOX ONLY

- ☐ Yes – GO TO Q9b
- ☐ No – GO TO Q10
- ☐ Don't know – GO TO Q10

**Q9b. Please use the space below to explain in what ways, if at all, your views about the introduction of the Proposed Franchising Scheme have changed as a result of the impact of the Covid-19 pandemic.**

**If your views have not changed then please tick the 'nothing to add' box - there is no need to provide any additional information.**

**For more information** see paragraphs 2.128 – 2.138 of the Consultation Document.

PLEASE WRITE IN BELOW

- ☐ I have nothing to add

**Q10. Taking everything into account, do you have any comments on the conclusion that this is the right time to make a decision about whether or not to proceed with the Proposed Franchising Scheme?**

**For more information** see paragraphs 2.146 – 2.151 of the Consultation Document.

PLEASE WRITE IN BELOW



**Q11a. To what extent do you support or oppose the introduction of the Proposed Franchising Scheme?**

PLEASE TICK ONE BOX ONLY

- ☐ Strongly support
- ☐ Tend to support
- ☐ Neither support nor oppose
- ☐ Tend to oppose
- ☐ Strongly oppose
- ☐ Don't know

**Q11b. Why do you say this?**

PLEASE WRITE IN BELOW

**Q12. Finally, do you have any other comments you want to make?**

PLEASE WRITE IN BELOW

## About you

We must consider how different people will be affected by our strategies and policies, and we also want to make sure we hear from people from all of Greater Manchester's diverse backgrounds. Therefore the last few questions are about you, to help us ensure we hear from a range of voices, and to help identify any possible discrimination or barriers for particular groups of people. The personal information you give us will remain strictly confidential and we will not use it in a way that could identify you.

If there are questions you would prefer not to answer please choose the 'prefer not to say' option.

### Q13. Are you responding on your own behalf or on behalf of an organisation or group?

PLEASE TICK ONE BOX ONLY.

- ☐ I am providing my own response – GO TO Q18
- ☐ I am providing a response on behalf of an organisation or group – GO TO Q14

**PLEASE ANSWER QUESTIONS 14 TO 17 IF YOU ARE PROVIDING A RESPONSE ON BEHALF OF AN ORGANISATION OR GROUP.**

### Q14. What is your name, role and name and address of organisation/group on whose behalf you are submitting this response? These details of your organisation or group may appear in the final report.

PLEASE WRITE IN BELOW

Your name (optional):
Your role (optional):
Name of organisation or group (optional):
Postcode of organisation or group:

**Q15. What category of organisation or group are you representing?**

PLEASE TICK ALL BOXES THAT APPLY

- ☐ Academic (includes universities and other academic institutions)
- ☐ Action group
- ☐ Elected representative (includes MPs and local councillors)
- ☐ Environment, heritage, amenity or community group (includes environmental groups, schools, church groups, residents' associations, recreation groups and other community interest organisations)
- ☐ Local Government (includes county councils, district councils, parish and town councils and local partnerships)
- ☐ Other representative group (includes chambers of commerce, trade unions, political parties and professional bodies)
- ☐ Other transport group (includes passenger representative groups, for example)
- ☐ Statutory agency
- ☐ Transport, infrastructure or utility organisation (includes transport bodies, transport providers, infrastructure providers and utility companies)
- ☐ Professional body
- ☐ Bus operator
- ☐ Charity / voluntary sector group
- ☐ Other (PLEASE WRITE IN BELOW)

**Q16. Please write in the total number of employees/members in the organisation or group that you are representing. Please include yourself in the total, if applicable.**

PLEASE WRITE IN BELOW

**Q17. Please tell us who the organisation or group represents, and where applicable, how views of members were assembled.**

PLEASE WRITE IN BELOW

**PLEASE ANSWER QUESTIONS 18 TO 27 IF YOU ARE RESPONDING AS AN INDIVIDUAL AND PROVIDING YOUR OWN RESPONSE.**

**Q18. Your Contact Details**

Please provide your name, address and postcode. While these details are not compulsory, if you can provide your contact details, these may be used to inform you of the outcomes of the consultation.

In particular, please consider providing your postcode as this information will be used to analyse how consultation responses differ by geography.

Name (optional):
Address:
Postcode:
E-mail:

**NOTE:** If you are aged under 13, we require the contact details from a parent or legal guardian and they must confirm they have given their permission to provide their contact details by ticking below:

☐ As a parent / guardian of the person responding to this consultation who is aged under 13, I have provided my contact details

**Q19. Which of the following local authority areas do you live in?**

PLEASE TICK ONE BOX ONLY.

- ☐ Bolton
- ☐ Bury
- ☐ Manchester
- ☐ Oldham
- ☐ Rochdale
- ☐ Salford
- ☐ Stockport
- ☐ Tameside
- ☐ Trafford
- ☐ Wigan
- ☐ Outside Greater Manchester
- ☐ Prefer not to say

**Q20. How old are you?**

PLEASE TICK ONE BOX ONLY

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75 and over
- ☐ Prefer not to say

**Q21. What is your ethnic group?**

PLEASE TICK ONE BOX ONLY TO BEST DESCRIBE YOUR ETHNIC GROUP OR BACKGROUND

**Asian / Asian British**

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Kashmiri
- ☐ Any other Asian background

**Black / African / Caribbean / Black British**

- ☐ African
- ☐ Caribbean
- ☐ Any other Black / African / Caribbean background

**Mixed / multiple ethnic groups**

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other mixed / multiple ethnic groups

**White**

- ☐ English / Welsh / Scottish / Northern Irish /British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Eastern European
- ☐ Any other White background

**Any other ethnic group**

- ☐ Arab
- ☐ Any other background
- ☐ Prefer not to say

**Q22. What is your religion?**

PLEASE TICK ONE BOX ONLY

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Other religion
- ☐ No religion
- ☐ Prefer not to say

**Q23. How do you describe your gender?**

PLEASE TICK ONE BOX ONLY

- ☐ A man (including Trans Man)
- ☐ A woman (including Trans Woman)
- ☐ Non-binary
- ☐ In another way
- ☐ Prefer not to say

**Q24. Do you identify as trans/transgender?**

PLEASE TICK ONE BOX ONLY

- ☐ Yes
- ☐ No
- ☐ In some ways
- ☐ Prefer not to say

**Q25. Which of the following best describes how you think of yourself?**

PLEASE TICK ONE BOX ONLY

- ☐ Bisexual
- ☐ Gay man
- ☐ Gay woman or lesbian
- ☐ Heterosexual
- ☐ Other sexual orientation (PLEASE WRITE IN BELOW)

- ☐ Prefer not to say

**Q26. Do you consider yourself to have a disability?**

PLEASE TICK ONE BOX ONLY

- ☐ No
- ☐ Yes – learning disability
- ☐ Yes – mental ill health
- ☐ Yes – mobility disability
- ☐ Yes – sensory disability
- ☐ Yes – other disability (PLEASE WRITE IN BELOW)

- ☐ Prefer not to say

**ANSWER IF SELECTED YES AT Q26**

**Q27. Do you have a disability or long-term health condition that prevents you from using the bus?**

PLEASE TICK ONE BOX ONLY

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

**Q28. How did you hear about this consultation?**

PLEASE TICK ALL THAT APPLY

- ☐ Email
- ☐ Twitter
- ☐ Facebook
- ☐ Instagram
- ☐ LinkedIn
- ☐ Posters
- ☐ Newsletter
- ☐ Events
- ☐ Search engine advert
- ☐ Radio
- ☐ Local newspaper
- ☐ gmconsult.org website
- ☐ Website (not gmconsult.org)
- ☐ Word of mouth
- ☐ Other (PLEASE WRITE IN BELOW)

- ☐ Prefer not to say



## Thank you for your comments

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Please only use the channels described on page 1 of this Response Form when responding to this consultation. Transport for Greater Manchester cannot accept responsibility for any responses sent to any other addresses. We will acknowledge receipt of email and online submissions but we are not able to acknowledge postal submissions.

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Find out more at [gmconsult.org](http://gmconsult.org)

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Email a completed questionnaire or your comments to [info@gmbusconsultation.com](mailto:info@gmbusconsultation.com)



Post a completed questionnaire or your comments to:  
**Freeport GM BUS CONSULTATION**

(You do not need a stamp and can write this address on any envelope)



Via telephone on **0161 244 1100** (You will be forwarded through to independent research organisation Ipsos MORI to record your response).



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If you need to respond in a different way, or require the consultation materials in a different format, please contact [info@gmbusconsultation.com](mailto:info@gmbusconsultation.com) or call **0161 244 1100** to discuss your requirements.

Support for non-English speakers is also available on **0161 244 1100**.

Consultation runs from Wednesday 2 December 2020 to Friday 29 January 2021.

જો તમારે અલગ રીતે જવાબ આપવાની જરૂર હોય, અથવા પરામર્શ સામગ્રીને અલગ ફોર્મેટમાં જરૂરી હોય, તો કૃપા કરીને તમારી જરૂરિયાતો ની ચર્ચા કરવા માટે [info@gmbusconsultation.com](mailto:info@gmbusconsultation.com) અથવા 0161 244 1100 પર કોલ કરો. બિન-અંગ્રેજી બોલનારાઓ માટે પણ 0161 244 1100 પર સપોર્ટ ઉપલબ્ધ છે.

إذا كنت بحاجة إلى الرد بطريقة مختلفة، أو طلب مواد التشاور في شكل مختلف، يُرجى الاتصال بـ [info@gmbusconsultation.com](mailto:info@gmbusconsultation.com) والاتصال على الرقم 0161 244 1100 لمناقشة الاحتياجات الخاصة بك. يتوفر أيضًا الدعم للأشخاص غير الناطقين باللغة الإنجليزية على الرقم 0161 244 1100.

આપણી જોડે અન્ય ભાષા સહાયતા માટે અથવા જો કનસલ્ટેશન એર કાગજપત્ર અન્ય ફર્મમાં પ્રયોજન હોય, દયા કરે યોગાચોગ કરીને [info@gmbusconsultation.com](mailto:info@gmbusconsultation.com) એઈ ટિકનાય અથવા આપનાર પ્રયોજનીયતા આલોચના કરાર જન્ય ટેલિફોન કરીને 0161 244 1100 એઈ નમ્બરે. યારા ઈંગ્રેજી બોલેના ના તાદેર જન્યો સાહાય પાગ્યા યાવે 0161 244 1100 એઈ નમ્બરે.

Jeśli pragniesz udzielić odpowiedzi w inny sposób lub jeśli wymagasz informacji w innym formacie to proszę o skierowanie swoich wymagań do omówienia pod adres email [info@gmbusconsultation.com](mailto:info@gmbusconsultation.com) lub pod numer 0161 244 1100. Tak samo dostępne jest wsparcie dla osób nie mówiących w języku angielskim pod numerem 0161 244 1100.

اس مشاورت کا جواب اگر آپ مختلف طریقے سے دینا چاہتے ہیں یا مشاورت کی یہ دستاویز مختلف صورتوں میں چاہتے ہیں تو براہ مہربانی [info@gmbusconsultation.com](mailto:info@gmbusconsultation.com) یا 0161 244 1100 پر فون کیجئے۔ جن افراد کو انگریزی بولنے میں مدد درکار ہے وہ 0161 244 1100 پر فون کیجئے۔