



Title           **Transport in Bury MBC**

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Contact       **Jennifer Anders**  
                  **0161 244 0864**  
                  [Jennifer.anders@tfgm.com](mailto:Jennifer.anders@tfgm.com)

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### **Purpose**

- 1.1   The purpose of this briefing note is to provide a response to the specific question as requested by TfGMC representatives, and to provide an overview of transport in Bury over previous months.

### **Specific Questions**

#### **Question**

- 2.1   Can TfGM inform the council how much public subsidy is given to First Buses and the measures through which they are held accountable for this sum?

#### **Response**

- 2.2   As of the 31st May 2017, the annual payment to First is £5,284,620 per annum for operating subsidised services. This figure includes Bus Services Operators Grant (BSOG) payments for subsidised services. BSOG is paid to operators of eligible bus services and community transport organisations to help them recover some fuel costs. The amount each bus operator receives is based on their annual fuel consumption.
- 2.3   Any operators wishing to tender with TfGM must submit a pre-qualification questionnaire, which has a minimum standard operators must meet to be accepted as a TfGM preferred supplier. Once on the preferred supplier list, operators receive an invitation to tender for all subsidised contracts. On award of contract, prior to commencement of service, operators need to provide evidence that they are able to contract

conditions. Each week a report is generated, identifying breaches of contract, and if there are any, deductions are made from operator's payments. Operators are contractually obliged to submit a Lost Mileage declaration, where journeys have not been completed. Again, if journeys haven't been fulfilled, operator payments are deducted.

- 2.4 During the life of the contract, performance of the operator is measured in 13 categories that make up TfGM's Supplier Rating (see appendix 1). Each of these categories are scored independently to provide a total percentage score to deliver a quarterly Supplier Rating Score. The Supplier Rating was introduced to identify areas of improvement for operators. The Supplier Rating has a minimum threshold and if operators fall below the minimum threshold, tender submissions will not be accepted. The operator must return performance above the minimum threshold and maintain performance above for a further quarter to have tenders accepted.
- 2.5 TfGM Service Account Managers meet regularly with operators to discuss operator performance. If there is continued contractual poor performance, the contract is put on a Performance Improvement Plan (PIP), which details TfGM's expectation and timeframe of the expectation. If the conditions of PIP are not met, TfGM will place the contract on a Warning and eventually may look to terminate.
- 2.6 Operators also receive BSOG for commercial services, however this is not yet administered by TfGM.
- 2.7 As members will be aware, the bus network across Greater Manchester is predominantly operated on a commercial basis whereby privately owned bus operators are free to determine their own route, timetables, level of fares and retain overall control of the day-to-day operation of their services. Around 80% of all bus services are operated on this basis. Whilst TfGM and the Transport for Greater Manchester Committee work closely with the bus operators to ensure the provision of key services, any decision in relation to day-to-day operation of their services is ultimately at their discretion.
- 2.8 TfGM is currently exploring new mechanisms and opportunities for the reform of bus services provided by powers devolved by the Bus Services Act which was recently passed by Parliament.
- 2.9 The Act gives the newly elected Mayor of Greater Manchester the option to introduce bus franchising, subject to public consultation. Bus franchising has the potential to bring significant benefits for residents and passengers, allowing for greater local control over routes, frequencies,

timetables, fares and quality standards for all buses across the Greater Manchester network. It would allow for a more integrated transport network, for example allowing passengers to use one ticket across all buses and across different modes of transport.

## **Transport Updates**

### **Metrolink**

- 3.1 Keolis Amey (KAM), a joint venture partnership, will take over from the current Metrolink operator on 15 July 2017. TfGM are continuing activity to ensure a smooth transit to the new franchise.
- 3.2 TfGM are continuing discussions with Network Rail to understand, grant track access, and mitigate disruption as part of the Phase 5 Electrification programme. Electrification work will require installation of infrastructure in the vicinity of Victoria and isolation of overhead Metrolink overhead lines. Access requirements will prevent trams running through Victoria station. No trams will operate on the Bury line from approximately 2230 on some nights and prior to approximately 0830 on a Sunday morning. A replacement bus will operate to enable customers to make onward connections.
- 3.3 No timescale for this work is currently available as we are awaiting Network Rail to finalise the programme, however further details will be provided to our customers once this information is available.

### **Bus**

- 3.4 The following forthcoming changes to the bus network will be presented at the TfGMC Bus and Networks Committee on 7<sup>th</sup> July 2017:
- 3.5 **Significant commercial bus service changes effective 23 July 2017**

No TfGM action is proposed.

<b>Service / Route</b>	<b>Operator</b>	<b>Proposed Change</b>	<b>Effective From</b>	<b>Alternative Services</b>
484 Bury – Ramsbottom - Accrington	Rosso	Route revised between Bury and Ramsbottom to operate via Holcombe Brook instead of Walmersley. Short journeys introduced between Bury and Ramsbottom. Sunday daytime	23/07/2017	Services 472 and 474 provide a 15 minute daytime service.

		<p>frequency increased from hourly to half hourly.</p> <p>New service 485 replaces the Bury to Ramsbottom (via Walmersley) section of this route.</p> <p>The route between Ramsbottom and Haslingden/Accrington is unchanged.</p>		<p>Between Bury, Walmersley and Ramsbottom during Monday to Saturday daytimes, reducing to every 30 minutes on Sunday daytime.</p> <p>Services 482 and 483 provide a 15 minute service along Walmersley Road during Monday to Saturday daytimes &amp; every 30 mins (483) Sunday daytimes.</p>
485 <b>NEW</b> Bury – Walmersley – Peel Brow- Ramsbottom	Rosso	New half hourly daytime service introduced from Bury via Walmersley Road and Peel Brow to Ramsbottom, partially replacing re-routed service 484	23/07/2017	---

### 3.6 Subsidised bus service changes for 30 October 2017.

Service / Route	Operator	Proposed Change	Effective From	Alternative Services
511 Bolton – Brightmet- Ainsworth - Bury	First	<p>Monday to Saturday early morning journeys on service 511 were recently tendered. The tender price Increased by 28.5% with a cost per passenger of £4.48.</p> <p>In view of low patronage and a significant rise in the contract price officers are recommending the withdrawal of the following early morning journeys with effect from 30<sup>th</sup> October 2017 :</p>	30/10/2017	Nearest alternative high frequency service 471 along Bury Road and Bury New Road and services 561 562 serving

		From Bury Monday to Friday 0525 & Saturday 0632 average 5 & 4 passengers respectively. From Bolton Monday to Friday 0625 & Saturday 0733 average of 10 & 9 passengers respectively.		Withins
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## Active Travel

- 3.7 Detailed designs for Radcliffe's town centre cycle accessibility plans have now been completed, in line with plans for Radcliffe to become a cycle friendly district centre through the Cycle City Ambition Grant funding.
- 3.8 A package of site-specific measures has been selected to build on improvements to existing routes such as the Manchester-Bury Canal towpath. The TfGM Cycle Infrastructure Team, GM UTC and officers from Bury Council have incorporated innovative interventions into the design including the first low level cycle signals in Bury. Construction is scheduled to commence Summer 17 for completion by end of Autumn 17.
- 3.9 The scheme will include two new toucan crossings in Radcliffe and – a first for Bury – a new parallel pedestrian / cyclist signalised junction across the A665, Pilkington Way. The crossings improve access into the town centre and complement previous (and ongoing) works to build a network of routes between Radcliffe and Bury, Bolton and Salford using disused railway lines and disused canal towpaths.

## **Appendix 1: TfGM's Supplier Rating Categories**

- Bus Punctuality (% of bus journeys on time)
- Lost Mileage (% journeys not complete)
- Timekeeping (as per TfGM contract)
- Driver Behaviour (as per TfGM contract)
- Vehicle Standards (as per TfGM contract)
- Contract Warnings/Terminations
- Customer Complaints
- Vehicle Fitted with Telematics
- Vehicle Fitted with CCTV
- Driver in Uniform
- Contractual Data Submitted on Time
- Social Media Used for Passenger Info
- Driver Policy in Place, i.e. alcohol and drugs