

Joint Authority Questions

1. Can the Authority's representative on the Greater Manchester Police and Crime Panel inform members how many times a 'taser' was used in the Bury Division in the most appropriate reporting period, how many of those resulted in a hospital visit any how does this compare to the rest of Greater Manchester. **Cllr S Wright**

Answer: Cllr Tariq

For 2017 Police in Bury have had 8 Taser firings. Of the eight applications where the Taser was actually fired, 6 of the subjects were hospitalised although one was detained 136 MHA. This is below average for the force as we have had 182 discharges in total.

Nationally, GMP runs above average when it comes to the % firing Vs incidents where a Taser is drawn. In other words, we are far more likely to fire once we've committed to drawing the weapon. The College of Policing sets the standard at around 15% In GMP for 2017 we have had 738 uses of the device of which 182 were actual firings. This is around 24% which as you can see is above the national average, that said we have reduced this steadily down from 29% two years ago. Bury runs at less than 1% of total firings to actual deployments

2. Could the Authority's representative to Transport for Greater Manchester Committee give members an update on how the Authority tracks customer satisfaction with the 'Ring and Ride' service? For example, what is the number of complaints received about Ring and Ride, or what customer satisfaction surveys are undertaken and how do both of these compare to previous years? **Councillor Pickstone**

Answer: Cllr Bayley

Ring & Ride is operated by Greater Manchester Accessible Transport Limited (GMATL). Between April - December 2016, GMATL received 52 complaints; this is in comparison to 26 complaints for the whole of 2017. GMATL record all of their correspondence and have responded to a lot of other queries such as wheelchair assessments, regular bookings and compliments. In 2016 they received 25 queries and 6 compliments, in 2017 they received 27 queries and 11 compliments.

The TfGM customer relations team responds to and logs only those complaints received directly by TfGM. TfGM logged 42 complaints in 2016 and 39 in 2017. The number of complaints made to TfGM is relatively stable with no significant increase in complaints from previous years. There is no particular trend in complaints.

There are some instances, however, where complainants have issues that take a while to resolve. If they complain on more than one occasion about the same issue, it is logged as new complaint each time rather than rolled into one case.

GMATL carry out annual passenger surgery days where service users are invited to come and talk to TfGM officers and GMATL staff to outline any concerns and complaints they have.

TfGM officers are working with GMATL to improve the complaints procedure for Ring & Ride, and to improve the logging of complaints and ensure that all complaints addressed.

- 3. Heaton Park station commuters regularly have to put up with the lifts there being out of action. This is exacerbated by the only other access being via steep steps. Therefore if the lifts are out of action wheelchair users, parents with buggies, the disabled are the ones who suffer the most and often cannot use the station. Can Cllr Bayley inform council of any investment from Metrolink to what is basically still a station from the Victorian era? **Councillor Quinn****

Answer: Cllr Bayley

As part of the Renewals and Enhancements programme, improvements to the Bury line stops are currently being considered. The proposals currently include installing a pedestrian at-grade track crossing at Heaton Park. This will grant step free access to both platforms when at least one lift is in service. Enhancements to current signage, facilities and passenger information are also being considered. On completion of the development of the potential measures outlined above, funding will be sought. Subject to funding approval, it is proposed to develop and implement these type of improvements to the other stops along the Bury Line.

In the more immediate term, on 7 January 2018 a performance regime was introduced which measures lift availability. This financially penalises the Metrolink Operator when lifts are not in service. This will incentivise quick repair times to lifts and other customer facing assets. TfGM officers will monitor closely the lift performance in the coming months for improvements to lift availability.

4. In relation to First's New Year fares' increase, could the council's representative on TfGM advise us how First have performed over the last 12 months, including the number of complaints received and any data on lateness and cancellations? **Councillor Walmsley**

Answer: Cllr Bayley

TfGM is aware of some service delivery issues that became apparent following the closure of the depot in Bury in April 2017, partly relating to driver shortages. Most of the services affected are operated commercially and as such, TfGM does not have detailed data on the level of complaints and the exact impacts on punctuality and service cancellations. These issues continued throughout the summer and TfGM bus station staff have worked with First to try and ensure that as much information as possible was passed to passengers. It is clear that in recent months, the number of cancelled journeys that were passed to TfGM so that passengers could be advised of their non-operation has reduced considerably which suggests that the position has improved and the number of driver available has increased. Regular updates have been provided to TfGM officers regarding mitigating measures and although performance has taken longer to improve than was first suggested (partly due to the industrial action that took place at some First depots), the position seems to have improved in recent weeks.