



# A GUIDE TO BUSES IN GREATER MANCHESTER



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July 2010

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## National and local background

In England, Wales and Scotland, with the exception of Northern Ireland and London, bus services were de-regulated and privatised in 1986. To begin with, the bus company in Greater Manchester was effectively publicly owned, but the Government instructed the then PTA to sell it off in 1991/2. After a series of changes, the two companies created by this sale were then taken over by First in the north of the conurbation and Stagecoach in the south. These companies remain the largest bus operators within Greater Manchester by some margin, but have been joined by Arriva and a number of other operators. Competition in the Greater Manchester commercial bus market is limited, and the trend has been for the market to become less competitive in recent years, due to consolidation of operators and their services.

The GMITA/E fulfils a statutory duty to consider what bus services should be subsidised to fill the gaps left by bus operators who do not wish to provide them. The Authority also monitors service performance and works with operators to improve integration with other modes, eg rail.

The GMITA/E also fulfils the legal duty to provide Concessionary Fares and works with operators to provide passenger information and infrastructure including stops, shelters and bus stations.

The deregulated structure within which bus services are provided means that the GMITA/E cannot instruct bus operators with regard to fares, routes, frequencies or other standards on commercial services but the GMITA/GMPTE does consult, discuss and seek to persuade. Furthermore, it is possible to influence operator behaviour using legal provisions. There are three principal methods:

**Voluntary Partnerships** – an agreement which is not enforceable by law, but can include joint working to improve infrastructure (for example, stops, shelters and highways) and vehicles (for example, by increasing the percentage of low floor accessible buses or reducing average age). Such agreements are usually set over a given timeframe and with specific outputs on both parties. In Greater Manchester, the “Integrate” programme was an example of a wide-ranging Voluntary Partnership. The DfT has released new specific and helpful guidelines in February 2010 on how to establish effective Bus Punctuality Partnerships.

**Statutory Quality Partnerships** – often referred to as a “Scheme” - these are similar to the above but are enforceable by law. In essence, the partnership embodies an arrangement whereby the transport authority invests in improved facilities along a bus corridor and in return, the operators deliver bus services to a higher standard. The Traffic Commissioner can refuse to accept a registration from operators who do not meet the standards required by the scheme. To date just one Quality Partnership Scheme has been made in England, in Sheffield. Under the new 2008 Transport Act authorities can now specify frequencies and maximum fares.

**Quality Contracts** – These are similar to the rail franchising process, and give considerable powers to the Transport Authority. Bus operators would be invited to bid to operate exclusively on a specified network, and once the Authority appointed an operator, it would face no on-road competition and could concentrate on building patronage and improving services. This option would allow the GMITA to fully specify and regulate all aspects of bus networks, including fares, frequencies, routes, timetables and standards. Under the Transport Act 2000, Quality Contracts were perceived as difficult to introduce, hence none have been established to date. The 2008 Transport Act however eases the process to allow the introduction of Quality Contracts.

## Service types

There are effectively two types of bus service but these are indistinguishable on the road:

- Bus services operated by bus companies as part of their business base which are profitable (“**commercial**” services); and
- Bus services subsidised by the GMITA (often called “**contracted**” or “**tendered**” services because they are operated under contract to an authority who has undertaken a tender process to award the contract)

Subsidised bus services are subsidised by the public purse in the following ways:

- **Minimum subsidy** – where the operator bids under tender and he keeps the on-bus fare revenue;
- **Minimum cost** (also called cost reimbursement) – where the operator bids under tender and the PTE keeps the revenue;

- **De-minimis** where, for example, one journey to fill a gap in the timetable would be illogical to tender to many operators, so a small payment is agreed with an operator;
- **Section 106** where, as part of a development, say, a new superstore, the developer pays a sum to the Authority to use for bus service subsidy.

GMPTA, through GMPTE, subsidises 1000 separate contracted services of which 400 are school services and 600 are ordinary service buses. It is worth noting that all GMPTE contracted school services are legally ordinary bus services which can be used by anyone. The only exception to this are Yellow School Buses which are described fully below.

Generally, minimum subsidy is used for ordinary bus services because the revenue risk allows better budgeting; and minimum cost is used for schools services where the need for flexibility meet changing demand is paramount. Minimum subsidy schools services would require re-negotiation of many services each September at higher cost to meet changing demand at schools.

The current GMPTA/E spend on bus service subsidy is:

- £30.31m of which £15.9m is spent on ordinary bus services
- £10.6m is spent on School Bus Services including Yellow School Buses,
- and the remainder on 'flexible' transport services such as Demand Responsive Transport.

GMPTE subsidised services carry 24.7m passengers annually, and account for about 20% of service mileage operated.

**Metroshuttle** is the free bus service operating three routes in Manchester City Centre, and provided through a partnership between GMPTE, National Car Parks, Manchester City Council and Manchester City Centre Management Company. Metroshuttle services also exist in Bolton and Stockport, where the local authorities are the majority funder with the GMITA funding around one quarter of the costs.



**Ring and Ride** provide a door-to-door, accessible minibus service for people of all ages who find it very difficult to use ordinary public transport. This separate company operates 81 vehicles from 9 depots across the conurbation, and carries annually 1.2m passengers and receives funding of £6m pa from the Authority.

Website link: [www.ringandride.info](http://www.ringandride.info)

GMPTTE contracts with about 40 operators across the conurbation and also provides grants to some Community Transport operators for specific local services.

Subsidised ordinary bus services may include whole day services to areas where the bus companies cannot make a profit; evening and Sunday parts of a service operated commercially in the busier daytime; early morning specific journeys; night buses and works specials.

## Some definitions

### **Ordinary Bus Services**

These are open to the general public and therefore the operator can retrospectively claim a proportion of the tax paid on the fuel used to operate them (This used to be called “Fuel Duty Rebate” but is now called “Bus Service Operators’ Grant” (BSOG))

### **School Bus Services**

These are provided by GMITA to either meet a demand which the ordinary service bus network cannot meet, possibly because buses would become too overcrowded; or because the journey to school by bus would be too difficult, eg children would have to change buses in difficult ways.

### **Yellow School Buses**

There has been no specific funding to introduce Yellow School Buses in Greater Manchester. However, by using a combination of funds such as SEMMMS, “little TIF” and the former Network Development Fund, it has been possible to introduce 36 at various schools across the county. Children have to apply for a place, and they, their parents and the school all sign a contract to undertake to manage behaviour. Children sit on the same seat position each day, the vehicles have CCTV, a wheelchair access point and dedicated drivers. They are very popular and have demonstrated real improvements in pupil behaviour compared to conventional buses, as well as reductions in car usage. The Green Bus Fund award will support the purchase of a further 16 low carbon hybrid diesel-electric Yellow School Buses between 2011-12.



Website link: [www.yellowschoolbus.info](http://www.yellowschoolbus.info)

## ***Demand Responsive Transport***

These are services which do not operate to a fixed timetable, but operate when people call a number to book a journey. On busy services, such as those in the Wythenshawe and Mossley areas, the services may occasionally be too full to accommodate all the requests.

Such services are often used to replace very poorly used bus services, but if they become very popular, they can help to define the route of a new fixed bus service by referring to the booking patterns of users. Demand Responsive Transport (DRT) services are normally restricted in some way to protect the commercial bus services. For example, they may be restricted to people living within a certain area, or to people who do not have access to a car (these would be questions asked by the call centre when a booking is made.) They are not the same as Ring and Ride because that service is restricted to people who have difficulty using conventional public transport, but all users pay a fare.

Website link: [www.gmpte.com/content.cfm?category\\_id=102786](http://www.gmpte.com/content.cfm?category_id=102786)



## ***Community Transport Services***

These are local services, usually operating on a demand-responsive transport basis, operated under a special section of the 1985 Transport Act (Sections 19 or 22). The organisations providing the service are “third sector”, perhaps voluntary but always not-for-profit and are locally managed by local people.

Link for general national information: [www.communitytransport.org](http://www.communitytransport.org)



## ***Integrated Social Needs Transport***

GMPTE is spearheading a project to collaboratively use about 600 vehicles across the conurbation that are currently operated by district councils, the non-emergency patient transport service, Community Transport and other operators. To do this, a call-centre, handling several of the DRT services and Ring and Ride's Manchester work, has been set up and work is being undertaken to establish common costings and shared facilities. AGMA's Collaborative Services Group have identified Social Needs Transport as an area for development.

GMPTE has won more than 7m euros as lead partner in an international project called "Improving Connectivity and Mobility Access which will further advance this project.

## **Bus matters**

***Single deckers*** are buses with more than 16 seats, and generally have a maximum of 53 seats, although some can have 70 seats by configuring two seats on one side of the aisle and three on the other side. Less than 16 seaters are not normally registered as a Public Service Vehicle.

***'Bendy' buses*** vary in seating. They are often designed, as in London, with most room for standing passengers so that a large number of people (more than 100 or so, can be accommodated).

***Double deckers*** can have as many as 85 seats but more if they have twin rear axles.

On all buses, the number of standing passengers can vary – it is determined by the vehicle construction and licensed at the time of manufacture.

### **Accessibility**

It is no longer possible to buy new buses unless they are accessible for wheelchair users. This has been achieved by manufacturers producing low floor vehicles which can 'kneel' by expelling air from the front suspension.

A number of small vehicles, which have between 8 and 16 seats, are also wheelchair accessible and are used on Demand Responsive Transport services. However, some of these, including all the vehicles used for Ring and Ride, have rear wheelchair lifts. All the Yellow School Buses also have wheelchair lifts but these are on the nearside of the vehicle and are therefore accessible from the pavement.

### **Emissions**

Legal requirements are now placed on manufacturers to produce vehicles which have increasingly clean emissions. As the standards are set internationally, these are referred to as 'Euro III, IV, V' etc. In principle, the higher the number, the cleaner the standard. One disadvantage with cleaner emissions is that, especially in the lower Euro numbers, fuel consumption is worse, although the new, higher Euro classifications are both cleaner and more fuel efficient. The Green Bus Fund award

will help to purchase up to 66 low carbon hybrid diesel-electric vehicles, to be deployed on a variety of subsidised services, which will have significant environmental benefits through reduced emissions resulting in improved air quality.

## **Some Legal Background**

The GMPTE fulfil a statutory duty to consider what services should be subsidised, by virtue of section 57 of the 1985 Transport Act. This requires the PTE to consider what services to subsidise in accordance with the policies of their ITA. Sections 89 to 92 of the Act then describe the requirement to undergo a tendering process, the requirements for such, and the reasons for award.

Statutory Instruments also govern the industry and Local Authorities. They cover such issues as:

- Conduct of Drivers, Inspectors, Conductors and Passengers
- De minimis tendering
- Exceptions to the 56 day rule
- Accessibility Regulations and Requirements

## **The Traffic Commissioners and VOSA**

The five English Traffic Commissioners and the new Senior Traffic Commissioner are civil servants appointed by Government to implement the provisions of various Acts of Parliament, Statutory Instruments and Codes of Practice. Their role includes receiving registrations for bus services, and ensuring that operators abide by the law. They also decide, in consultation and conjunction with VOSA (see more on this below), the number of vehicles that they believe an operator can safely look after, taking into account their maintenance procedures, facilities and MOT record.

Operators can be disciplined by the Traffic Commissioner for failing in their legal duties. Such discipline can include

- reducing the number of vehicles authorised to a bus company
- suspending their operator's licence for a period
- refusing any changes to bus services for a given period, and
- in extreme cases, revoking their licence altogether, in which case their business will collapse.

Operators can be called to a Public Inquiry if the Traffic Commissioner believes that a hearing is necessary to establish the facts of a particular case. Such Inquiries are held in a quasi-judicial setting where witnesses are called and evidence is heard, but this is not heard under oath. If the Traffic Commissioner believes or establishes that an operator has broken the law, they may choose to refer the matter for criminal proceedings. They can also suspend, or revoke a Public Service Vehicle driver's licence as a disciplinary act.

Operators can appeal to a Transport Tribunal against a Traffic Commissioner's disciplinary ruling.

### Registration of a bus service and the 56 day rule

Bus services have to be registered with the Traffic Commissioner for the area in which they start before they can be operated. Operators must give 56 days' notice to the Traffic Commissioner for their area of their intention to start, vary or end a service. Less than 56 days' notice is permissible in certain circumstances which are defined by Statutory Instruments, and in such cases, GMPTE may be asked for a letter of support which is normally given except for purely commercial changes. The registration process is gradually moving to an email-based system known as 'Electronic Bus Service Registration' (EBSR for short). Currently Stagecoach is the main user of the system, but VOSA intends that all operators will convert to it in due course.

GMPTE has worked hard with operators to try to limit the number of dates on which bus services can change. A voluntary agreement exists, and generally, operators now try to only make changes in January, April, July, September, October and December of each year.

The following table shows the effect of this agreement and that the fluidity of the network has gradually settled over the years.

	Nov 2002 to Oct 2003	Nov 2003 to Oct 2004	Nov 2004 to Oct 2005	Nov 2005 to Oct 2006	Nov 2006 to Oct 2007	Nov 2007 to Oct 2008	Nov 2008 to Oct 2009
November	43	79	67	22	31	60	17
December	49	26	77	26	60	18	13
January	166	95	180	222	118	124	113
February	208	87	97	17	37	13	15
March	61	91	27	22	20	131	49
April	80	65	77	94	99	49	156
May	88	17	24	40	14	30	19
June	96	352	72	25	12	87	18
July	49	105	116	108	88	112	146
August	140	117	127	14	33	135	143
September	316	388	258	429	283	262	166
October	47	86	148	73	89	58	77
<b>Total</b>	<b>1343</b>	<b>1508</b>	<b>1270</b>	<b>1092</b>	<b>884</b>	<b>1079</b>	<b>932</b>

There is no limit to registration of services along a common section of route, nor any limit on serving particular roads. However, the Traffic Commissioner can limit operators' behaviour by a Traffic Regulation Condition attached to their Service registration. For example, this might be a limit on the length of time that any one

vehicle can wait time at a particular stop. A Local Authority applies for such Conditions, and these are in force in Greater Manchester in parts of Manchester city centre and at Owens Park on Wilmslow Road.

### Other general information – Traffic Commissioners

The Traffic Commissioner for the North Western Traffic Area is Mrs Beverley Bell, who has offices in both Leeds and Golborne, near Wigan. The respective contact details are:

North West Traffic Commissioner  
Hillcrest House  
386 Harehills Lane  
LEEDS  
LS9 6NF  
Tel: 0113 254 3279

North West Traffic Commissioner  
Suite 4  
Stone Cross Place  
Golborne  
WARRINGTON  
WA3 2SH  
Tel: 01942 295023

### Vehicle and Operator Services Agency (VOSA)



This organisation is responsible for upholding standards of maintenance with operators. They do periodic and spot checks on operators' vehicles, premises and procedures and can issue prohibitions and remedial notices to operators if their vehicles fall short of an acceptable, defined standard. They provide reports to the Traffic Commissioners for evidence at Public Inquiries. They also employ a very small number of staff (10 nationwide) who monitor the service performance of operators regarding punctuality and reliability.

Link: [www.vosa.gov.uk](http://www.vosa.gov.uk)



### Bus Operator Statistics

Amongst other statistics, Greater Manchester Transportation Unit (GMTU) can provide data on bus operators and market share in Greater Manchester. The following are extracts from their latest report. The following tables show the changes in total bus mileage operated in service and the changing split between commercial and subsidised miles for the past 21 years, but the rising importance of subsidised services in proportion.

Year	Commercial	Subsidised (%)	Total
1987	72.1	8.9 (11)	81.0
1988	72.0	9.5 (12)	81.6
1989	71.5	11.2 (14)	82.7
1990	70.4	12.7 (15)	83.1

1991	69.1	12.8 (16)	82.0
1992	71.6	12.5 (15)	84.1
1993	74.8	11.7 (14)	86.6
1994	81.3	11.0 (12)	92.3
1995	74.1	12.5 (14)	86.1
1996	70.0	12.7 (15)	82.8
1997	67.1	12.0 (15)	79.1
1998	70.8	13.9 (16)	84.7
1999	68.6	12.3 (15)	80.9
2000	65.5	12.7 (16)	78.2
2001	67.2	14.3 (18)	81.5
2002	62.0	12.9 (17)	74.9
2003	58.6	13.4 (19)	72.0
2004	56.0	13.5 (19)	69.4
2005	55.7	14.7 (21)	70.4
2006	57.0	14.3 (20)	71.3
2007	53.3	13.7 (20)	66.9
2008	n/a	n/a	n/a
2009	49.9	13.1	63.0

The following table shows the total bus mileage operated in each District in GM between 2002 and 2007 with 1985 as a base comparison.

Table 5.19 Annualised Bus Mileage in Millions, 2002 to 2007, and 1985 (pre-deregulation year)								
District	Nov 85	Nov 02	Nov 03	Nov 04	Nov 05	Nov 06	Nov 07	Nov 09
Bolton	6.2	7.8	6.8	6.8	6.8	6.8	6.5	5.7
Bury	4.2	5.3	4.3	4.7	4.8	4.6	4.4	4.2
Manchester	18.5	20.2	19.8	19.2	19.5	20.5	17.9	17.7
Oldham	5.1	4.7	6.0	5.1	5.8	5.7	5.5	4.8
Rochdale	3.9	5.1	5.4	3.9	4.7	4.7	4.5	4.2
Salford	6.9	6.7	5.9	6.2	6.1	5.9	5.7	5.8
Stockport	5.1	6.5	6.2	6.2	5.8	6.7	6.0	5.5
Tameside	4.5	5.8	5.5	5.3	4.8	4.7	5.1	4.6
Trafford	4.5	5.1	4.9	4.7	4.7	4.7	4.5	4.4
Wigan	6.4	7.7	7.2	7.4	7.2	7.0	6.9	6.1
<b>Total</b>	<b>65.3</b>	<b>74.9</b>	<b>72.0</b>	<b>69.4</b>	<b>70.4</b>	<b>71.3</b>	<b>66.9</b>	<b>63.0</b>

In general terms, the bus network in Greater Manchester is divided on a North / South basis. Stagecoach Manchester generally operate in areas South and East of Manchester, while First group operate in the North. Arriva are in the South and West, and a range of other small but significant companies include Bluebird Bus and Coach (Moston / Manchester); South Lancs Travel (Bolton and Wigan); Bu-Val Buses (Rochdale); Finglands (Wilmslow Road, Manchester and Schools); Jim Stones Coaches (Leigh).

The market share between the largest of these is shown in the table below:

Table 5.27 Market Share of bus Mileage of Operation Groups with more Than 2% of Market Share in either 2006 or 2007							
	Operating Group	Commercial		Subsidised		Total	
		Mileage	% Share	Mileage	% Share	Mileage	% Share
2006	First	25.5	45	3.8	27	29.3	41
	Stagecoach	16.9	30	2.4	17	19.3	27
	Arriva	5.2	9	2.3	16	7.5	10
	UK North	2.0	4	0.0	0	2.0	3
	Rossendale	0.9	2	0.8	6	1.7	2
	South Lancs Travel	1.0	2	0.9	6	1.9	3
	Bluebird	0.9	2	0.7	5	1.6	2
	Others	4.6	8	3.4	24	8.0	11
2007	First	24.6	46	3.4	25	28.0	42
	Stagecoach	16.4	31	2.0	15	18.5	28
	Arriva	4.8	9	2.2	16	7.0	11
	Rossendale	0.8	2	0.9	7	1.7	3
	Bluebird	0.9	2	0.8	6	1.7	3
	South Lancs Travel	1.0	2	0.6	4	1.6	2
	Others	4.8	9	3.7	27	8.5	13

Website link to more statistics from GMTU: [www.gmtu.gov.uk](http://www.gmtu.gov.uk)

## Bus Partnerships & Performance

21% of bus mileage in Greater Manchester is subsidised. To ensure efficiency and value-for-money, GMPTE monitor the subsidised services provided by operators against the Conditions of Contract.

Buses carry just over 80% of public transport trips being made in Greater Manchester. Of these trips, 7% of passengers use the subsidised network. Therefore, the commercial bus network, which operates 79% of the bus network, carries 75% of all public transport trips being made in Greater Manchester.

To deliver value to the majority of public transport customers, we are developing a system to influence the performance of the commercial network, working in partnership with operators using informed network knowledge.

Bus customers consistently cite bus performance, reliable and on-time services, as being the number one priority for them. To meet our customer's key requirements we aim to manage and influence bus performance across the network and this will be delivered through partnership working with bus operators and the 10 Local Authorities.

Local Transport & Highway Authorities in Greater Manchester (GMITA & Districts) wish to secure better quality buses and improved service provision to improve the image of the bus; reduce air pollution; and ultimately increase passenger numbers.

Over the past decade £88m has been invested in Quality Bus Corridor routes in Greater Manchester, ranging from congestion reducing measures, traffic signal enhancements, pedestrian crossings and cycle lanes to bus lanes and bus-ways.

Approximately 200 separate schemes have been implemented or are in planning stages, including 121 bus lanes covering over 20 miles and 162 junction upgrades within the SCOOT Urban Traffic Control system. In addition, 1,876 bus stops have been upgraded to improve their accessibility and enhance the comfort and convenience of bus passengers. These extensive infrastructure enhancements have delivered significant improvements for vulnerable users.

## PRMS

The Punctuality & Reliability Monitoring System (PRMS) is a management information tool which provides GMPTE with an evidence base and reporting mechanism for the achieved punctuality, reliability and regularity of bus services across Greater Manchester. It also provides data on the quality of fleet being operated, including age, emission standards and wheelchair accessibility standards.

The objectives of PRMS, in order of importance, are:

- **Validating Customer Complaints**  
PRMS is used to validate the accuracy and significance of complaints and provide hard evidence to operators, which avoids too much emphasis being given disproportionately to a minority of complainants.
- **Commercial Service Performance Monitoring**  
To enable a productive, partnership-based dialogue between commercial operators and the Districts to secure improved performance on the network.
- **Contracted Service Monitoring:**  
GMPTE invest nearly £20m a year to subsidise services that would otherwise not be commercially viable. PRMS provides service performance information that allows GMPTE to understand whether subsidised services are operating as they are contracted to do.
- **Corporate Governance**  
To inform the reporting of GMITA and GMPTE KPIs.
- **District & Route Bus Performance Monitoring:**  
Under the Traffic Management Act the Highway Authorities have a duty to ensure the punctuality of bus services. The Highway Authorities declare targets for bus punctuality to the Government. Bus punctuality is therefore one of the key performance indicators that Districts use to determine the success

of their transport plans. Information obtained from PRMS can be used to assess performance of buses within individual Districts as well as on specific routes.

Through this and other monitoring, potential contract breaches are identified which may then result in deductions being made from contract payments. Examples of contract breaches and the resulting deductions are:

<b>Breach Type</b>	<b>Percentage Value for Breaches of Contract</b>
Journey Not Operated	110% of contract price for journey + £10 administrative charge
Running early from timing points specified in the contract	110% of cost per mile plus £10
Running between 6 and 10 minutes late from timing points specified in the contract	30% of cost per mile plus £10

In addition to this, operators are required to provide Lost Mileage data and Electronic Ticket Machine data on at least a monthly basis. This data also results in contract deductions.

Lost Mileage data relate to self declared journey failures which result in the same deduction as above without the administrative charge

Electronic Ticket Machine data refers to a sample of selected journeys requested by GMPTE which may result in deductions for journey failures not captured through monitoring or lost mileage returns.

By using data produced on contract performance, GMPTE can then use these statistics to work with bus operators to improve their performance when areas of under-performance appear, therefore improving levels of service delivery to the customer. Using a process known as vendor rating to 'score' an operator on their contractual performance, this can then be used to influence the award of future contracts.

GMPTE also keeps a comprehensive log of all traffic disruptions, planned and unplanned. This enables any service disruptions highlighted by operators to be verified and may result in breaches being waived if they are deemed to be out of an operator's control.

## **Bus Stations and Management**

There are over 6 million departures each year from GMPTE's bus stations, with over 80% of all bus journeys passing through them. Over 80 million passengers per year use our bus stations. There are 16 main bus stations and some associated smaller ones (managed by 10 District Service Managers):

- Wigan & Leigh (M Whiteley);

- Bolton Moor Lane, Bolton Interchange & Farnworth (B Jefferies);
- Bury Interchange, Radcliffe & Whitefield (P Clough);
- Rochdale & Middleton (S Connell);
- Oldham & West Street (K Worgan);
- Ashton, Stalybridge & Hyde (D Mallet);
- Stockport & Wythenshawe (P Overend);
- Manchester Airport, & Altrincham Interchange (J Farrell);
- Piccadilly (which is actually designated as public highway), Chorlton & Southern Cemetery (W Sumner);
- Shudehill & Eccles Interchange (S Bradbury).

Bus stations are categorised into grades 1 and 2 dependent on facilities available.



Each service is charged an individual departure charge relating to bus size & grade of bus station. The chart below details the current charging rates:

SERVICE TYPE	STATION GRADE	VEHICLE SIZE	INVOICED BEFORE VAT (£)
Local	1	Standard	0.55
	2	Standard	0.40
	1	Mini	0.26
	2	Mini	0.20

All the bus stations with the exception of Piccadilly & Manchester International Airport are owned by GMPTE (Manchester International Airport is managed by GMPTE on behalf of the Airport).

## City Plan

Piccadilly is not a bus station owned by GMPTE but comprises of the public highway. However, given that Piccadilly is a very busy bus terminus, it was decided that proactive management of the bus services using Piccadilly was required, hence City Plan was formed. City Plan is a voluntary partnership between Manchester City Council (as the Highway Authority), the Bus Operators and GMPTE. Manchester City Council manages the partnership, while GMPTE operates as a booking agency for departure “slots” registered by the operators. Some stands in Piccadilly are subject to a Traffic Regulation Condition. This is due to the level of services the operators wished to operate on some bus corridors (Wilmslow Road for example) which exceeded Piccadilly’s stand capacities. City Plan also hosts a ‘Bus Forum’ every 2 months, which includes Manchester City Council’s Highway’s and Parking enforcement departments, the Bus Operators, Greater Manchester Police and GMPTE. This forum deals with problems and events within the city.



## Publicity and Information

The Transport Act 2000 set out requirements in relation to the provision of bus information to the public. The powers and duties of the ITA are that the ITA has to decide from time to time, having regard to the LTP, what local bus information should be available to the public and the way it should be made available.

In Greater Manchester this has been resolved by GMPTE providing the information and recharging the Operators where appropriate. The information provided includes:

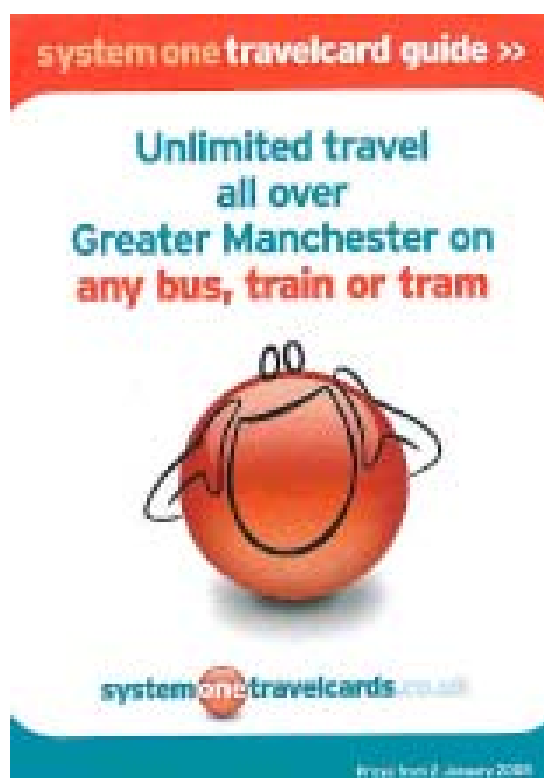
- Information at bus stops – there are over 12,000 bus stops in Greater Manchester. The flag on each bus stop indicates the Service numbers of the vehicles that use that stop. 67% of the stops also have a timetable case displaying timetable information for the services that use those stops.
- SMS texting is available from each bus stop this is accessed by texting the bus stop reference number to 84268
- Telephone Information is available on 0871 200 22 33. This is the national Traveline number. The Greater Manchester Traveline is operated by

GMPTE and the transport operators in Greater Manchester. This number is promoted on most printed information that is produced and also appears on a number of bus stop plates.

- GMPTE website has a journey planning facility and holds a pdf of every bus timetable leaflet. Website link: [www.gmppte.com/info](http://www.gmppte.com/info)
- Timetable leaflets. Printed paper leaflets of every bus service are available from GMPTE Travelshops and a number of other outlets throughout Greater Manchester.

## Ticketing

Each operator in Greater Manchester can operate their own fares and ticketing regime. However the operators and the GMPTE have also formed a company named Greater Manchester Travelcards Ltd (GMTL) which produces its own range of tickets that are valid on the services all operators. Details of this System One range of tickets is available from [www.systemonetravelcards.co.uk](http://www.systemonetravelcards.co.uk)



System One tickets for use on all buses are:

- daily tickets peak and off peak for use on all buses available on the bus;
- weekly and four weekly tickets that are available through all PayPoint agents including GMPTE Travelshops; and

- annual tickets that are available at GMPTE Travelshops.

There are also off peak System One daily tickets for use on bus and train, bus and tram, train and tram and bus, train and tram. In addition, there are System One weekly, monthly and annual CountyCard Tickets for use on train, bus and central zone tram plus a System One buscard extra which offers some tram season ticket holders discounted bus travel.

Greater Manchester has 15 Travelshops situated on or near the main bus stations in Greater Manchester. Travelshops sell a restricted range of tickets and provide a full range of information for their area, and they also support the issue of Concessionary passes.



## Concessionary Travel

People over 60 and eligible disabled people have a statutory entitlement to free local bus travel from 0930 to 2300 Monday to Friday and all day at weekends and on Bank Holidays.

GMITA enhance this scheme by offering to Greater Manchester residents travel up to midnight plus travel at the concessionary fare on bus and at half fare on tram and train before 0930. Some people with severe disabilities can travel at all times on all modes for free.

Passes to demonstrate entitlement are issued by GMPTE. In Greater Manchester there are over 400,000 people over 60, and 40,000 disabled persons who hold these passes.

GMITA offers a further scheme for people who are too infirm to use public transport. This group can purchase £120 worth of taxi vouchers each year for £30.

GMITA has also established concessionary schemes for young people. Young people aged up to 16 can travel at a concessionary fare (set by GMITA and currently 70p) on bus and at half fare on tram and train. For 16 – 19 years olds in full time education they can travel at the concessionary fare to and from school or college if they hold a Scholar's permit.

Application forms for Concessionary Passes are available at GMPTE Travelshops or by application from GMPTE. The Travel Concessions Department can be contacted on 0161 244 1050.

GMPTE currently reimburses local bus operators in excess of £60m p.a. for concessionary journeys.

## **Infrastructure – Bus Stops and shelters**



### **Route Equipment Department**

The main duties of the department are to manage all on street furniture on behalf of GMPTE. This entails management of the JCDecaux shelter agreement and all other PTE owned route equipment. Currently there are approximately 12,500 bus stops within Greater Manchester with over 4000 shelters at stops.

### **Bus Shelter Provision**

These shelters are provided to the GMPTE by JCDecaux under agreement that all shelters installed will be cleaned on a fortnightly basis and repaired, including any vandalism at no charge to the GMPTE. The agreement is financed by JCDecaux collecting the advertisement revenue and in addition making an annual payment to the GMPTE.

Due to additional requests, GMPTE has purchased and installed 726 shelters comprising of 422 at Quality Bus Corridor (QBC) locations and 304 at additional requested locations/deferred shelter sites.

In addition, seven grade one facilities have been installed at Piccadilly x 2, Stockport x 2, Atherton x 2, Eccles x 1. These facilities are larger than normal shelters and more architecturally pleasing. Within the shelters, more facilities are supplied such as information screens, improved signage and CCTV.

At locations that require a larger shelter than can be provided by JCDecaux or the additional shelter agreements in place, a number of prototype grade two facilities have been installed. These are located in Withington x 2, Didsbury X 3 and at Owens Park. These shelters are larger than standard type installed on street and can accommodate a greater number of passengers.

## **Bus Stop Poles**

At all locations throughout Greater Manchester a steel bus stop pole is installed along with a plate and if required information case. Previously a galvanised pole was installed that was dull in finish. It was recognised that the appearance of the pole was not attractive and did not look in keeping with modern street scenes. It was decided to change the pole to a stainless steel finish with matching plate grey case and standard plate. All current poles replaced other than QBC locations are carried out with a stainless steel pole and steadily a programme of replacement is being carried out.

At QBC stops a different type of pole is used that is more identifiable. A cast triangular section aluminium pole with a red insert is installed along with an information case and flag. The pole is installed in a socket foundation that can accommodate a power connection for initiatives such as Real Time Passenger Information and can be easily removed in instances such as a road traffic accident.

## **Reporting of bus stop and shelter repairs**

To ensure the effective management of the emergency repairs and cleaning of all route equipment a dedicated call centre is in operation, staffed between the hours of 8.00 and 17.00. All cleaning or repairs to street furniture both GMPTE owned or JCDecaux can be reported to the PTE call desk by telephoning 0161 244 1720 or reporting by e-mailing to [busstop@gmpte.gov.uk](mailto:busstop@gmpte.gov.uk).

All reported repairs will be actioned immediately with the appropriate contractor and monitored to ensure completion within the necessary timescale.

## **Maintenance/Cleaning of GMPTE Shelters**

GMPTE are responsible for maintaining shelters they have installed, with each contractor required to attend all reported incidents within 48 hours.

All repairs are monitored on repair response times to ensure an effective service. In addition to this, the levels of shelter damage are monitored. If a shelter is receiving a high level of damage, this is addressed by replacing the glazing with either solid glass reinforced plastic panels or clear polycarbonate sheets.

All shelters are cleaned on a fortnightly programme and all grade one structures on a more frequent basis. To ensure the quality of the service a 10% check of all facilities cleaned is carried out on a monthly basis.

### **Supply of CCTV in Bus Shelters**

As part of GMITA/E's crime reduction strategy, 43 CCTV cameras have been fitted at shelters identified as anti-social behaviour 'hot spots' throughout Greater Manchester. As a result, 67 incidents have been reported to the Police with the majority of these (54 to date) being treated as crimes.

### **Permanent Electrical Supply to Bus Shelters**

Where possible, an electrical connection and illumination is provided to all JCDecaux and GMPTE shelters. To date, J C Decaux have 3,408 shelters connected and illuminated. With regard to GMPTE shelters, a continual programme of connections is under way with United Utilities. To date 244 shelters are connected to a permanent electrical supply with orders placed for a further programme of 182 connections.

### **Solar Power to Shelters**

At locations where electrical connections are not possible, it was decided to retro-fit 50 PTE owned shelters with solar power.

To measure the efficiency, quality and suitability of the lighting provided by the solar systems, they have been closely monitored and tested to establish if an acceptable level of illumination can be provided within the shelter.

The tests concluded that when compared to shelters connected to a permanent electrical supply, the levels of illumination supplied are reduced. However, sufficient light is provided for general use within the shelter whilst also providing a safer and secure waiting environment. Testing also confirmed that, due to the limited amount of supply available from the solar units, future projects such as CCTV or RTPI could not be supported. Despite these limitations, it is considered that at locations where permanent connections are not possible, provision of solar power systems provides a suitable alternative solution.