

Board Meeting Paper	
Nov 18 SBM B 03.0	
Purpose of report	<input type="checkbox"/> Decision ¹ <input type="checkbox"/> Discussion / debate <input checked="" type="checkbox"/> Information only ²
Sensitive Information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If sensitive, protective marking³	
Date of Meeting	12 November 2018
Agenda Item	B 03.0
Report Title	Special Board meeting briefing - Elisabeth Tasker
Sponsor	David Sidebottom
Author(s)	David Beer



1. Briefing
<p>Stagecoach Manchester – Managing Director Elisabeth Tasker is presenting at the Special Board Meeting.</p> <p>One of the major commercial bus operators in Manchester (alongside First and Arriva). Traditionally served the south of Greater Manchester following purchase of GM Buses South that was formed from the breakup of the municipal operation at deregulation (1986). Now has operations in the north and west after taking over other operators' interests in Middleton and Wigan.</p> <p>Key facts from their operation in 2017/18:</p> <ul style="list-style-type: none"> • £4.5 million investment in new buses • 106 million passengers • 29 million miles operated • 2362 employees • 91% of journeys started on time • 750 buses <p>Key results from Bus Passenger Survey (BPS) autumn 2017:</p> <ul style="list-style-type: none"> • Overall satisfaction 91% (2016: 82%) • Punctuality 77% (2016: 66%) • Journey time 86% (2016: 75%) • Value for money 75% (2016: 71%) • Bus driver helpfulness/attitude 77% (2016: 65%) <p>Main improvement in satisfaction follows completion of a number of major roadworks and traffic improvement projects in South Manchester and focus on punctuality and reliability, providing a 'halo' effect. However, services struggle in the face of increasing congestion. Ticketing includes day, week and longer 'Mega Rider' range, available on smart or mobile via the 'app', which also provides real time bus service updates. Day tickets provide particular value for money and sales are up a lot over the previous year. Uni Rider tickets also provide good value for students. BPS discussions also covered contactless moving from two-stage smart to debit cards, fare levels and promotions for loyalty, young people's travel and ID cards.</p> <p>Stagecoach is planning investment of £56m in electric buses for Greater Manchester (£36.4m)</p>

¹ If a decision is required, or you are asking for the paper to be formally noted, please set this out in section 2

² If for information only, please make clear in section 1 **why** this information is being provided

³ ie **OFFICIAL/SENSITIVE**: plus COMMERCIAL / POLICY / MANAGEMENT-STAFF / PERSONAL PROTECT

from Stagecoach plus £21.5m from Government ultra-low emission bus scheme), also with the backing of Greater Manchester Mayor Andy Burnham. This will deliver 105 double-deck zero emission buses, which will start operation from summer 2019 and be fully in place by early 2020.

Bus Network in Greater Manchester

Greater Manchester covers an area of 493 square miles across ten districts – Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan. The population is growing; currently just under 2.8 million, this is set to exceed 3 million by 2040. Buses account for around 80% of public transport journeys across Greater Manchester and there are more than 200 million bus journeys a year in the county. In spite of declining patronage (annual journeys now 140 million fewer than 30 years ago), in order to keep pace with population growth, the transport network will need to support an additional 600,000 journeys a day by 2035.

More than 40 bus companies run services in Greater Manchester. 18 of these run services on a commercial basis (including Stagecoach, First and Arriva), accounting for 80% of services. The remaining 20% are subsidised by Transport for Greater Manchester (TfGM), with annualised costs of £14.87 million for 8.48 million journey miles as at August 2018. The resulting average cost per mile subsidy is 175.4 pence.

The 18 commercial bus companies have come together in the 'OneBus' partnership, with an industry-wide pledge to maximise the potential of bus travel and to tackle big issues such as their role in minimising congestion and ensuring the network delivers and safeguards best value for passengers. Bus, rail and tram operators across Greater Manchester also come together with TfGM to provide the 'System One' range of multi-modal, multi-operator tickets – although these are priced above the level of operators' own products for reasons of commercial competition.

Transport strategy is one of the responsibilities of the Greater Manchester Combined Authority, which is chaired by Mayor Andy Burnham. Key discussions take place at the Mayor's Transport Board, where Transport Focus is represented by David Sidebottom.