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|  Briefing |
| Title  | Response to GMPON Feedback - Bolton |
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1. *“Bus services getting cancelled or being un-regular in areas where they have low residency/usage, this only adds to the social isolation people in those areas face.”*
	1. In Greater Manchester the bus market is deregulated unlike London. 80% of the network is provided on a commercial basis by privately owned and operated bus companies who are free to determine their own services, routes and fares. In practice, this means that the bus operators serve routes that they believe to be commercially viable.
	2. Transport for Greater Manchester (TfGM) does provide financial support to provide routes where there is no commercially available service, but have a limited budget to do so.
	3. The Greater Manchester Combined Authority has asked Transport for Greater Manchester (TfGM) to explore new opportunities for the reform of the bus market provided to combined mayoral authorities by the Bus Services Act 2017, which was introduced into law last year. This includes preparing an assessment of a proposed franchising scheme (the system used in London and other cities globally), as well as new engaging with bus operators about partnership options. The Act gives the elected Mayor of Greater Manchester the option to reform the bus market, subject to public consultation.
	4. This could 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.
2. *“Accessibility of train stations who do not have ramp access, such as the one in Hallithwood which is one of our target wards.”*
	1. Responsibility for station accessibility improvements rests with the station operator. Over the past five years, renovations have been carried out to improve access at a number of stations, however there are still many across Greater Manchester without adequate provisions. Unfortunately Greater Manchester has not been selected for recent rounds of government funding to address this lack of accessibility at stations. TfGM will continue to pursue this matter.
3. *“Taxi services not having an age friendly approach when working with older customers, they often may park far from the kerb and not offer to help customers to their seats.”*
	1. Taxi and private hire vehicles (PVH) are regulated by local councils as the licensing authority, however their powers do not extend to customer service standards.
	2. TfGM is currently working with licensing authorities to develop a GM Taxi and PHV policy which would hopefully see closer working with the industry and improvements in age-friendly driver standards.