

## Questions Generated Through Group discussions

### 1. How will we prioritise investment and coordination of community transport schemes (such as ring and ride)?

*The Ring & Ride and Local Link Services are funded by the transport levy TfGM receives from the 10 Greater Manchester local authorities. The prioritisation of community transport schemes and wider demand responsive services (such as Local Link and Ring & Ride) is therefore made in light of the ongoing budgetary pressures facing local government.*

*There is a limited community transport sector in Greater Manchester, in part as Local Link and Ring & Ride provide many of the sort of trips that the community transport sector carries out in other areas.*

*There is work underway to explore how DRT services (Local Link and Ring & Ride) can be better coordinated to prevent service duplication and make the most of the funds available. The Total Transport project will be looking at how to better coordinate transport options across sectors (health, local authority, community transport etc.)*

### 2. How do we get a complimentary, localised, accessible, funded, door to door transport service?

*Ring & Ride is the focus for providing door-to-door transport provision for people who cannot use the regular bus, train and tram network due to personal mobility issues. Local Link is designed to provide kerb-to-kerb transport in areas where people cannot access buses because there is no bus network.*

*Ring & Ride is funded entirely by TfGM (and fare revenue) through a grant. This grant is subject to the same budgetary constraints impacting on local authority budgets.*

### 3. How can the design of transport be improved? This can include better information, bus stops, seating, exchanges, training.

*Metrolink services are designed to be fully accessible:*

- *All stops have either a ramp, lift or escalator access;*
- *Most platforms have tactile edges for visually impaired passengers;*
- *All platforms have designated wheelchair/pushchair access points; and*
- *Each tram has its own designated disabled/pushchair area with its own emergency/information call point.*

*Since 2000 and the introduction of the Disability Discrimination Act, all new buses must have:*

- *Brightly coloured grab-rails;*
- *Slip-resistant flooring;*
- *Brightly coloured 'stop' buttons;*

- A route number and destination display on the front and nearside of the bus and a route number display at the back of the bus;
- A ramp or other device to bridge the gap between the bus and the kerb, though some may have a 'kneeling' suspension to lower the bus closer to the kerb; and
- A space on the bus for a wheelchair user.

*TfGM is exploring new opportunities for the reform of local bus services provided by the Bus Services Act 2017. The Act gives the elected Mayor of Greater Manchester the option to reform the bus market, subject to public consultation. 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. It would also enable TfGM to set minimum standards for accessibility on buses.*

**4. How can we expand and better tap into existing community assets? E.g. volunteer schemes, minibuses, taxi sharing?**

*TfGM is currently looking at what the wider transport offer is in regards to volunteer schemes etc. and how they can be better integrated. This is complex as there is a wide variety of schemes, operators, funding schemes etc that make integration challenging.*

**5. How are you going to better involve Older people in decision-making around public transport? / How do we involve older people in designing new provision, e.g. Bolton interchange?**

*The Disability Design Reference Group (DDRG) represents people with a range of disabilities who give practical advice on accessibility issues – from the design and layout of stops and carparks to the seating on the new trams. DDRG therefore assists TfGM to assess and review how well new transport links meet the needs of disabled people. Many members of the DDRG also sit on age-friendly groups, so feedback from older people is fed back into the planning process.*

*Furthermore, when TfGM conducts a public consultation or listening exercise we will often obtain a representative sample – for example, the Mayor's recent Congestion Conversation. This means that alongside the open public consultation, views are also obtained from a representative sample of the Greater Manchester population.*

*TfGM is actively working towards providing an inclusive, integrated transport system for Greater Manchester. As such, provision for the needs of disabled people has been a key consideration in the development of Bolton Interchange from project inception, through to operation. Where 'standards' exist for provisions for disabled people, these have been met, or exceeded where practicable.*

*The Bolton Interchange was developed following the principles set out in the National Best Practice Standards. In January 2010 and again later that year, TfGM consulted with the Bolton Disability Partnership Board. As part of the wider public consultation, TfGM set up and*

*ran an accessibility focussed drop-in session in the centre of Bolton, providing information in a variety of formats to ensure people with a range of impairments could engage with the process, including specialist sign language interpreters, audio files and easy-read. TfGM's DDRG was involved throughout the development.*

**6. Are bus drivers given training run by older people/people with disabilities? If not, could they? (Table 8) / How can we ensure there is a consistent good level of training for understanding various needs across all transport?**

*The bus network across Greater Manchester predominantly operates on a commercial basis. Privately owned bus operators are free to determine their own routes, timetables, level of fares and retain overall control of the day-to-day operation of their services. This also includes what training they offer their staff.*

*Although we are aware that some degree of staff training takes place, TfGM have no control over this. TfGM is currently exploring new options to improve bus services through the Bus Services Act 2017. The Act gives the Mayor of Greater Manchester the option to reform the bus market. If, following public consultation, the Mayor chooses to reform the Greater Manchester bus network, this would mean that TfGM could set minimum expectations for driver training.*

*In terms of the rail network, rail operating companies run services under contract from Government. TfGM's influence over what training is provided to rail staff is restricted due to the lack of direct control. Metrolink is operated by Keolis Amey Metrolink (KAM) who provide training directly to their staff.*

**7. Why can't free bus pass be used before 9:30am when a lot of hospital and health appointments are made before 9:30 am?**

*Central government determines who is eligible and the time of validity for concessionary travel within England in accordance with The Transport Act 2000. The national scheme supports free off-peak travel on all local buses, allowing ENCTP holders to travel between 09:30 and 23:00 Monday to Friday and all day at weekends and public holidays.*

*Local authorities are able to use discretionary powers to extend the ENCTP scheme or offer additional concessions but any extensions must be funded locally. In Greater Manchester, the Transport for Greater Manchester Committee (TfGMC) has decided to use its powers to provide free travel on rail and Metrolink for ENCTP holders and has also introduced a concessionary scheme for young people, known as the igo card. In addition, these local extensions provide further concessions to ENCTP customers who hold a pass on the grounds of having a disability, which includes half fare prior to 09:30. Free travel during the morning peak is granted to those with more severe disabilities, who TfGMC feel would have great difficulty in handling money. A Travel Voucher scheme is also in place, providing discounted travel by taxi and private hire vehicles for those with poor mobility and this is also funded entirely by Transport for Greater Manchester (TfGM).*

*Due to the limited budget which TfGM has to fund extensions to local concessions, it is likely that in order to include further concessions, for instance free travel for all pass holders prior to 09:30, TfGM would have to consider removing one of the concessions outlined above. This is because there is a significant cost to concessionary travel as local authorities must reimburse commercial operators for each concessionary journey made.*

**8. Can we develop a more comprehensive network of Park and Ride?**

*TfGM are continuing to work with partners to identify the scope for and costs/benefits of additional or expanded park and ride provision, and to manage existing parking at stations/stops to ensure maximum availability of spaces for public transport users. To be effective, Park and Ride needs to intercept cars before they reach congested urban roads and transfer their drivers to a fast and frequent public transport service. TfGM are there identifying additional park and ride and drop-off outside, or close to, the M60 on existing or future rapid transit routes (tram, train or express bus services) and looking to develop a programme of improvements to park and ride provision at Metrolink and rail stations and on key bus corridors.*

**9. It is difficult to access toilets at main transport stations/interchanges. Can transport maps highlight local toilets? E.g. community toilet schemes and publicise other nearby toilets?**

*Although all interchanges are built with accessible toilets, it would be difficult and potentially misleading to include information about other nearby (public) toilets within transport maps. There is a danger that people could be led to toilet facilities that are out of service or poorly maintained, which TfGM would want to avoid.*

**10. Why isn't parking on pavements illegal in Greater Manchester?**

*If there are waiting restrictions (yellow lines) on the road next to the pavement, then a fine (Penalty Charge Notice) can be issued to any vehicle contravening the waiting restrictions by local authorities through civil enforcement officers. Waiting restrictions apply from the centre of the carriageway to the back of the pavement (building line).*

*If there are no waiting restrictions, for example no yellow lines, local authorities have no powers to take action. The parking of vehicles on the pavement is however a danger to pedestrians, could constitute an obstruction of the highway and can lead to damage, which are both offences that should be reported to Greater Manchester Police via 101.*

**11. Is a congestion charge for Manchester a consideration?**

*In 2008's congestion charge debate, a London-style charge was rejected by the people of Greater Manchester. In light of this, the Mayor of Greater Manchester, Andy Burnham, has ruled out the introduction of a congestion charge. This has been reflected in the Congestion*

*Deal, which aims to tackle the causes of congestion by transport bodies, businesses and individuals working collaboratively. You can find more at <https://www.tfgm.com/congestion>*

**12. How do we propose to make community transport more age-friendly? – (ring and ride etc)**

*All Ring & Ride vehicles are 100% accessible and DDA compliant and drivers are trained to help passengers. All regular buses on the network are low floor buses.*

*TfGM has recently jointly commissioned a research study into how age-friendly transport in Greater Manchester is. The final report should be published in summer 2018 and will include recommendations for age-friendly transport improvements. TfGM would also be keen to hear from any members of the GMOPN that have any suggestions for how we can do better.*

**13. When is re-regulation of buses going to happen?**

*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 new Bus Services Act 2017.*

*This includes preparing an assessment of a proposed franchising scheme (the system used in London and other cities globally). Following completion of the assessment, the GMCA will have to obtain a report from an independent auditor on the assessment in accordance with Section 123D of the Act. The assessment and auditor's report will then be considered by GMCA, which will take a decision on whether or not to proceed and hold a public consultation in accordance with Section 123E of the Act.*

*Following the consultation process, GMCA would prepare and publish a report setting out their response to the consultation. Depending on the nature of the responses received and the significance of any changes to the assessment made in light of the responses, the GMCA may be required to re-consult on the proposed scheme.*

*The Greater Manchester Mayor would then consider the consultation feedback report alongside the assessment of a proposed franchising scheme, and auditor's report, before making a decision whether to proceed with the proposed scheme.*

*Other options are also being explored such as engaging with bus operators about partnership options. You can keep up-to-date with progress at [www.tfgm.com/future-travel/bus-reform](http://www.tfgm.com/future-travel/bus-reform).*

**14. Can transport links/routes be linked or better integrated with hospital and health care locations? E.g map of bus or tube routes show stops and route for hospital and health centres / How are you going to better synchronise bus tram and train services?**

*The current bus market, with most services run by private operators, limits the extent to which TfGM can intervene. However, TfGM does subsidise a number of routes to ensure that people can access these vital services.*

*TfGM is seeking to work more closely with the NHS to ensure that services are located where they can be accessed by existing public transport or where public transport can be easily provided.*

**15. Promotion of available support: Taxi vouchers, hailer cards etc. are available, but not well known. How do people find out about these? Can they be promoted at relevant times for individuals? (Table 8)**

*Information of support available can be found on the TfGM website and we carry out regular publicity campaigns. TfGM would be happy to provide a representative to attend any relevant workshops/sessions to provide further details of available support. If this is something GMPON are interested in arranging, please contact Rebecca Rathore – [rebecca.rathore@tfgm.com](mailto:rebecca.rathore@tfgm.com)*

**16. Are you surveying Older People's satisfaction of Public Transport? If so, can you share the results with the Greater Manchester Older People's Network. (Group 2)**

*As part of the Transport Focus research, older people and concessions are surveyed.*

*Generic & GM results by mode are available on the Transport Focus website:*

*<https://www.transportfocus.org.uk/research-publications/>*

**17. Do you think it is right to ask people to surrender their bus pass to get taxi scheme? Can both offers be flexible? (Group 2)**

*The decision to make handing in bus passes a requirement for taxi vouchers was made to ensure that people using taxi vouchers were unable to use buses. Taxi vouchers are designed for people who cannot use buses (due to mobility or available network) rather than simply as a subsidy for taxis.*

**18. Access –How do we help people not on main routes? A five minute walk can be a real challenge!**

*Bus stop spacing is a balance between passenger convenience and operating an efficient and timely bus service. Spacing bus stops close together increases passenger accessibility to the bus network. However, spacing them too close together increases the frequency of stopping and the length of bus journey times. Within Greater Manchester urban areas the ideal spacing between bus stops should be 250m – 300m. This distance can be increased depending on location, however should be no more than 400m (approximately five minutes walking distance) where possible. In more rural areas TfGM does not have a recommended distance for bus stop spacing, each possible location is assessed on an individual needs basis.*

*In the event that someone struggles to walk this distance, the use of Ring & Ride can be explored.*

**19. Communications – Who can answer questions and feed concerns into planning?**

*If you have any queries about transport plans, you can email [customer.relations@tfgm.com](mailto:customer.relations@tfgm.com)*

**20. Can we have real-time information displays at bus stops (like with trams and trains)? (7)**

*TfGM has developed a web browser and App in preference to at stop displays. This format has been selected in response to the growing number of passengers, including older people that have access to the necessary technology and also because of the additional functionality that can be provided. For example, the system has been specified to not only provide real-time data, but also to allow the user to log a favourite journey and then receive alerts should anything go wrong to allow the user to decide to amend their planned trip. It also of course allows the user to check the status of their intended journey prior to leaving home or the office.*

*You may be aware that some bus operators have launched their own Apps which provide real time data on their own services. Arriva, Stagecoach and First all currently offer this facility.*