

# Have your say on how buses are run – consultation

## Response form – long version

This consultation will run from midday on Monday 14 October 2019 to 23.59 on Wednesday 8 January 2020.

**Please note that this is the long version of the response form. A shorter version is also available, which includes some of the questions also asked in this form.**

## Background

In June 2017, Greater Manchester Combined Authority (GMCA) decided to consider the use of the powers under Transport Act 2000 (as amended by the Bus Services Act 2017) which gives Mayoral Combined Authorities, including Greater Manchester, powers to improve bus services by reforming the current bus market. The options available included franchising – the system used in London and other cities globally – and various forms of partnerships.

That Assessment was completed in June 2019, as was a draft Proposed Franchising Scheme which identified (amongst other things) which services would be franchised under that scheme. The Assessment was then sent to an independent auditor for review as required by the Act and a report with the auditor's opinions on the Assessment was issued on 26 September 2019. Since completion of the Assessment revisions to the draft Proposed Franchising Scheme have been made. For the purposes of this consultation, it is the Proposed Franchising Scheme, including those revisions, which is being consulted on.

## Who can take part?

Anyone can take part in the consultation. You do not have to live in Greater Manchester or be a regular bus user. In fact, we would like to hear from people who don't currently travel by bus.

You can answer as a member of the public or in an official capacity (e.g. as an elected representative, statutory consultee, business or other organisation).

Please be aware that if you are answering in an official capacity your response may be published. Decision makers will have access to all responses during and following the close of the consultation period.

References or quotes from responses from a member of the public will be done on an anonymised basis.

## How to provide your comments

Please reply by **8 January 2020** by sending this response form to the following freepost address:

**Freepost GM BUS CONSULTATION**

Alternatively, you can respond to this consultation electronically, either online or by email:

**Online:** <https://www.gmconsult.org/strategy-team/gmbusconsultation>

**By email:** [gmbusconsultation@ipsos-mori.com](mailto:gmbusconsultation@ipsos-mori.com)

Please tick the box(es) as appropriate and write your responses clearly in black pen within the appropriate sections. If your response is too large to fit into the boxes, please attach additional evidence. If you do so, please make it clear which questions you are answering and number any additional pages you send.

If you have any questions please email [gmbusconsultation@greatermanchester-ca.gov.uk](mailto:gmbusconsultation@greatermanchester-ca.gov.uk) or call the enquiries line on 0161 244 1100.

## Consultation questions

### The Proposed Bus Franchising Scheme

**Q1. Do you have any comments on the corrections and changes made to the Proposed Franchising Scheme?**

**For more information** see page 33 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q2. Do you have any comments on the proposal that the Proposed Franchising Scheme should apply to the entirety of Greater Manchester?**

**For more information** see paragraph 3.5 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q3. Do you have any comments on the local services that are proposed to be franchised?**

**For more information** see paragraphs 3.6 to 3.8 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q4. Do you have any comments on the proposal that the Proposed Franchising Scheme would be split into three sub-areas and on the other arrangements proposed for the purposes of transition?**

**For more information** see paragraphs 3.9 to 3.14 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q5. Do you have any comments on the services which have been excepted from regulation under the Proposed Franchising Scheme?**

**For more information** see paragraphs 3.15 to 3.16 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q6. Do you have any comments on the date on which the Proposed Franchising Scheme is currently proposed to be made?**

**For more information** see paragraphs 3.17 to 3.18 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q7. Do you have any comments on the dates by which it is proposed that franchise contracts may first be entered into?**

**For more information** see paragraphs 3.19 to 3.21 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q8. Do you have any comments on the nine month period it is proposed will expire between entering into a franchise contract and the start of a service under such a contract?**

**For more information** see paragraph 3.22 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q9. Do you have any comments on the proposals for how GMCA would consult on how well the Proposed Franchising Scheme is working?**

**For more information** see paragraphs 3.23 to 3.24 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q10. Do you have any comments on GMCA's plans for allowing small and medium sized operators the opportunity to be involved in the Proposed Franchising Scheme?**

**For more information** see paragraphs 3.25 to 3.27 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q11. Do you have any comments on the proposal that it would be appropriate for GMCA to provide depots to facilitate the letting of large franchise contracts under the Proposed Franchising Scheme? For more information see paragraph 3.28 of the Consultation Document.**

PLEASE WRITE IN BELOW

**Assessment Summary**

**Q12. The Strategic Case sets out the challenges facing the local bus market and says that it is not performing as well as it could. Do you have any comments on this?**

**For more information see paragraphs 4.15 to 4.21 of the Consultation Document.**

PLEASE WRITE IN BELOW

**Q13a. The Strategic Case says that reforming the bus market is the right thing to do to address the challenges facing the local bus market. To what extent do you agree or disagree with this?**

**For more information** see paragraphs 4.15 to 4.21 of the Consultation Document.

PLEASE TICK ONE BOX ONLY.

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

**Q13b. Why do you say this?**

PLEASE WRITE IN BELOW

**Q14. Do you have any comments on GMCA's objectives for the future provision of bus services as set out in the Strategic Case?**

**For more information** see paragraph 4.22 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q15. Do you have any comments on how the Proposed Franchising Scheme might contribute to GMCA's objectives for bus services as set out in the Strategic Case?**

**For more information** see paragraphs 4.29 to 4.37 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q16. Do you have any comments on how a partnership option might contribute to GMCA's objectives for bus services as set out in the Strategic Case?**

**For more information** see paragraphs 4.29 to 4.37 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q17. The Economic Case concludes that the Proposed Franchising Scheme provides the best value for money compared to the partnership options because it would:**

- offer a 'high' ratio of benefits to the cost to GMCA, one which is broadly comparable with the partnership options;
- provide the most economic value (Net Present Value); and
- create the best platform from which further economic value could be delivered.

**Do you have any comments on this?**

**For more information** see paragraphs 4.43 to 4.63 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q18. Do you have any comments on the packaging strategy for franchising contracts under the Proposed Franchising Scheme as set out in the Commercial Case?**

**For more information** see paragraphs 4.73 to 4.75 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q19. Do you have any comments on the length of franchise contracts under the Proposed Franchising Scheme as set out in the Commercial Case?**

**For more information** see paragraph 4.76 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q20. Do you have any comments on the proposed allocation of risk between GMCA and bus operators under the Proposed Franchising Scheme as set out in the Commercial Case?**

**For more information** see paragraph 4.77 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q21. Do you have any comments on the potential impact of the Proposed Franchising Scheme on the employees of operators as set out in the Commercial Case?**

**For more information** see paragraphs 4.78 to 4.83 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q22. Do you have any comments on the approach to depots under the Proposed Franchising Scheme as set out in the Commercial Case?**

**For more information** see paragraphs 4.85 to 4.87 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q23. Do you have any comments on the approach to fleet under the Proposed Franchising Scheme as set out in the Commercial Case?**

**For more information** see paragraphs 4.88 to 4.90 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q24. Do you have any comments on the approach to Intelligent Transport Systems under the Proposed Franchising Scheme as set out in the Commercial Case?**

**For more information** see paragraph 4.91 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q25. Do you have any comments on GMCA's approach to procuring franchise contracts under the Proposed Franchising Scheme as set out in the Commercial Case?**

**For more information** see paragraphs 4.92 to 4.93 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q26. Do you have any comments on the impacts of the options on the achievement of the objectives of neighbouring transport authorities as set out in the Commercial Case?**

**For more information** see paragraphs 4.97 to 4.101 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q27. Do you have any comments on the Commercial Case conclusion that GMCA would be able to secure the operation of services under franchise contracts?**

**For more information** see paragraph 4.102 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q28. Do you have any comments on the assessment of the commercial implications of the partnership options as set out in the Commercial Case?**

**For more information** see paragraphs 4.103 to 4.108 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q29. Do you have any comments on the potential impact of the partnership options on the employees of operators as set out in the Commercial Case?**

**For more information** see paragraph 4.110 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q30. The Financial Case concludes that GMCA could afford to introduce and operate the Proposed Franchising Scheme. After completing the Assessment and in advance of this consultation, GMCA has proposed how it would fund the introduction of a fully franchised system. Do you have any comments on these matters?**

**For more information** see paragraphs 4.111 to 4.136 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q31. Do you have any comments on the conclusion in the Financial Case about the affordability of the partnership options?**

**For more information** see paragraphs 4.137 to 4.145 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q32. Do you have any comments on the approach to managing franchised operations under the Proposed Franchising Scheme as set out in the Management Case?**

**For more information** see paragraphs 4.150 to 4.157 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q33. Do you have any comments on the approach to the transition and implementation of the Proposed Franchising Scheme, and the conclusion that Tfgm would be able to manage franchised operations on behalf of GMCA, as set out in the Management Case?**

**For more information** see paragraphs 4.158 to 4.166 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q34. Do you have any comments on the proposed approach to the implementation and management of the partnership options, and the conclusion that TfGM would be able to manage and implement partnerships on behalf of GMCA, as set out in the Management Case?**

**For more information** see paragraphs 4.167 to 4.174 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q35. Do you have any comments on the impacts of the Proposed Franchising Scheme on passengers, as set out in the sub-section Impacts of the different options?**

**For more information** see paragraphs 4.176 to 4.185 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q36. Do you have any comments on the impacts of the partnership options on passengers as set out in the sub-section Impacts of the different options?**

**For more information** see paragraphs 4.186 to 4.190 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q37. Do you have any comments on the impacts of the Proposed Franchising Scheme on operators as set out in the sub-section Impacts of the different options?**

**For more information** see paragraphs 4.193 to 4.200 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q38. Do you have any comments on the impacts of the partnership options on operators, as set out in the sub-section Impacts of the different options?**

**For more information** see paragraphs 4.201 to 4.202 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q39a. If you currently operate local bus services in Greater Manchester, do you anticipate any positive or negative impacts that the different options may have on your business?**

**For more information** see paragraphs 4.201 to 4.202 of the Consultation Document.

PLEASE TICK ONE BOX ONLY.

- Yes
- No
- Don't know

**Q39b. If so, please explain what what you think those positive or negative impacts would be.**

PLEASE WRITE IN BELOW

**Q40. Do you have any comments on the impacts of the different options on GMCA, as set out in the sub-section Impacts of the different options?**

**For more information** see paragraphs 4.203 to 4.204 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q41. Do you have any comments on the impacts of the different options on wider society, as set out in the sub-section Impacts of the different options?**

**For more information** see paragraphs 4.205 to 4.214 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q42. Taking everything into account, the Assessment concludes that the Proposed Franchising Scheme is the best way to achieve GMCA’s objectives to improve bus services. Do you have any comments on this?**

**For more information** see paragraphs 4.215 to 4.226 of the Consultation Document.

PLEASE WRITE IN BELOW

**Q43. Do you have any other comments on the Assessment of the Proposed Franchising Scheme?**

PLEASE WRITE IN BELOW

## Equality Impact Assessment

**Q44. GMCA's draft Equality Impact Assessment identifies the potential impact of the Proposed Franchising Scheme on persons with protected characteristics. Do you have any comments on it? For more information see the draft Equality Impact Assessment (Section 5)**

PLEASE WRITE IN BELOW

## Final Questions

**Q45a. To what extent do you support or oppose the introduction of the Proposed Franchising Scheme?**

PLEASE TICK ONE BOX ONLY.

- Strongly support
- Tend to support
- Neither support nor oppose
- Tend to oppose
- Strongly oppose
- Don't know

**Q45b. Why do you say this?**

PLEASE WRITE IN BELOW

**Q46a. Are there any changes that you think would improve the Proposed Franchising Scheme?**

PLEASE TICK ONE BOX ONLY.

- Yes
- No
- Don't know

**Q46b. Please provide further details as to the changes you think would improve the Proposed Franchising Scheme.**

PLEASE WRITE IN BELOW

**Q47. If you oppose the introduction of the Proposed Franchising Scheme, how likely would you be to support it if the changes you suggested in answer to the previous question were made?**

PLEASE TICK ONE BOX ONLY.

- Extremely likely
- Quite likely
- Neither likely nor unlikely
- Quite unlikely
- Extremely unlikely
- Don't know

**Q48. Finally, do you have any other comments you want to make?**

PLEASE WRITE IN BELOW

## About you

The following questions will help us to understand the range of people and organisations which respond to the consultation(s). The information you provide will not be used for any purpose other than assessing responses to this consultation and for other reasons explained in this questionnaire.

### Q50. Are you responding on your own behalf or on behalf of an organisation or group?

PLEASE TICK ONE BOX ONLY.

- I am providing my own response – GO TO Q55
- I am providing a response on behalf of an organisation or group – GO TO Q51

### PLEASE ANSWER QUESTIONS 51 TO 54 IF YOU ARE PROVIDING A RESPONSE ON BEHALF OF AN ORGANISATION OR GROUP.

### Q51. What is your name, role and name and address of organisation/group on whose behalf you are submitting this response? These details of your organisation or group may appear in the final report.

PLEASE WRITE IN BELOW

Your name (optional):
Your role (optional):
Name of organisation or group (optional):
Postcode of organisation or group:

### Q52. What category of organisation or group are you representing?

PLEASE TICK ALL BOXES THAT APPLY.

- Academic (includes universities and other academic institutions)
- Action group
- Elected representative (includes MPs, MEPs, and local councillors)
- Environment, heritage, amenity or community group (includes environmental groups, schools, church groups, residents' associations, recreation groups and other community interest organisations)
- Local Government (includes county councils, district councils, parish and town councils and local partnerships)
- Other representative group (includes chambers of commerce, trade unions, political parties and professional bodies)
- Other transport group (includes passenger representative groups, for example)
- Statutory agency
- Transport, infrastructure or utility organisation (includes transport bodies, transport providers, infrastructure providers and utility companies)
- Professional body
- Bus operator
- Charity / voluntary sector group
- Other (PLEASE WRITE IN BELOW)

**Q53. Please write in the total number of employees/members in the organisation or group that you are representing. Please include yourself in the total, if applicable.**

PLEASE WRITE IN BELOW

**Q54. Please tell us who the organisation or group represents, and where applicable, how views of members were assembled.**

PLEASE WRITE IN BELOW

**PLEASE ANSWER QUESTIONS 55 TO 64 IF YOU ARE RESPONDING AS AN INDIVIDUAL AND PROVIDING YOUR OWN RESPONSE.**

**We would be grateful if you could answer the following questions to help us in analysing the results of the consultation. Please remember that the response form and the information you provide may be subject to publication or release to other parties or to disclosure under regimes such as the Freedom of Information Act 2000, and the Environmental Information Regulations Act 2004.**

**ANSWER IF PROVIDING OWN RESPONSE**

**Q55. Your Contact Details**

Please provide your name, address and postcode. While these details are not compulsory, if you can provide your contact details, these may be used to inform you of the outcomes of the consultation.

In particular, please consider providing your postcode as this information will be used to analyse how consultation responses differ by geography.

Name (optional):
Address:
Postcode:
E-mail:

**Q56. Which of the following local authority areas do you live in?**

PLEASE TICK ONE BOX ONLY.

- Bolton
- Bury
- Oldham
- Rochdale
- Stockport
- Tameside
- Trafford
- Manchester
- Salford
- Wigan
- Outside Greater Manchester (PLEASE WRITE IN BELOW)

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**Q57 How old are you?**

PLEASE TICK ONE BOX ONLY.

- 16-18
- 19-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 and over
- Prefer not to say

**Q58. Which of the following describes how you think of yourself?**

PLEASE TICK ONE BOX ONLY.

- Male
- Female
- In another way
- Prefer not to say

**Q58a. Do you identify as trans/transgender?**

PLEASE TICK ONE BOX ONLY.

- Yes
- No
- In some ways
- Prefer not to say

**Q58b. How do you describe your sexuality?**

PLEASE TICK ONE BOX ONLY.

- Bisexual
- Gay or lesbian
- Heterosexual or straight
- Other sexual orientation
- Prefer not to say

**Q59. What is your ethnic group?**

PLEASE TICK ONE BOX ONLY TO BEST DESCRIBE YOUR ETHNIC GROUP OR BACKGROUND.

**White**

- English / Welsh / Scottish / Northern Irish /British
- Irish
- Gypsy or Irish Traveller
- Any other White background (PLEASE WRITE IN BELOW)

**Mixed / multiple ethnic groups**

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed / multiple ethnic groups (PLEASE WRITE IN BELOW)

**Asian / Asian British**

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background (PLEASE WRITE IN BELOW)

**Black / African / Caribbean / Black British**

- African
- Caribbean
- Any other Black / African / Caribbean background (PLEASE WRITE IN BELOW)

**Any other ethnic group**

- Arab
- Any other background (PLEASE WRITE IN BELOW)

- Prefer not to say

**Q59a. How do you describe your religion?**

PLEASE TICK ONE BOX ONLY.

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion (PLEASE WRITE IN BELOW)

- No religion
- Prefer not to say

**Q60a. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?**

PLEASE TICK ONE BOX ONLY.

- Yes, limited a lot
- Yes, limited a little
- No

**ANSWER IF YES AT Q60a**

**Q60b. Do you have a disability or long-term health condition that prevents you from using the bus?**

PLEASE TICK ONE BOX ONLY.

- Yes
- No
- Prefer not to say

**Q61. Which, if any, of the following applies to you?**

PLEASE TICK ALL BOXES THAT APPLY.

- I am employed by a bus operator in Greater Manchester
- I am employed by a bus operator outside of Greater Manchester
- A member of my family works for a bus operator
- None of these
- Don't know

**Q62. Which of these type(s) of transport do you use on a weekly basis?**

PLEASE TICK ALL BOXES THAT APPLY.

- Car or van (either as a driver or a passenger)
- Bus
- Train
- Tram (Metrolink)
- Bicycle
- Taxi/taxi apps/private hire
- Walking all the way to your destination
- Other (PLEASE WRITE IN BELOW)

**ANSWER IF SELECTED BUS AT Q62**

**Q63. How often do you use buses?**

- Once a week or more
- Less than once a week but used in the last year
- Never/don't use

**ANSWER IF SELECTED BUS AT Q62**

**Q64. If you use buses, for what purpose?**

- Commuting
- Education
- Social/Leisure
- Other (PLEASE WRITE IN BELOW)

## Confidentiality and data protection

Transport for Greater Manchester (TfGM) are the data controller and are delivering this consultation for GMCA under delegated authority.

Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the access to information regimes. These are primarily the Freedom of Information Act 2000 (FOIA), the Environmental Information Regulations (EIR) 2004, the Data Protection Act (DPA) 2018, and the General Data Protection Regulation (GDPR). Please note that any queries or complaints submitted via this process cannot be counted as part of the formal consultation.

Please be aware that, under the FOIA and the EIR, there is a statutory Code of Practice with which public authorities must comply and which deals with, amongst other things, obligations of confidence. In view of this, it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on TfGM. As it is not possible for us to check whether the substance of responses contains other personal data, you should not include information in your response that could identify you unless you are happy for it to be made public.

If you want information that you provide to be treated as confidential please tick the box below.

- I wish my response to be treated as confidential. If selected, please use the box opposite to explain why you regard the information you have provided as confidential.

Transport for Greater Manchester has commissioned the independent research organisation, Ipsos MORI to receive and analyse responses to the consultation, and to prepare a report of the findings. Both Transport for Greater Manchester and Ipsos MORI will process your personal data in accordance with the Data Protection Act 2018 and in accordance with GDPR. If you change your mind about us using your personal information during the analysis stage, you have a right to have the relevant information deleted. If this is the case, please email [gmbusconsultation@ipsos-mori.com](mailto:gmbusconsultation@ipsos-mori.com) by the end of the consultation period, on 8 January 2020. If this is the case, or for further guidance on your information rights, please email [data.protection@tfgm.com](mailto:data.protection@tfgm.com)

To view Transport for Greater Manchester's Privacy Policy please visit: <https://tfgm.com/privacy-policy/bus-reform>

## Thank you for your comments

Please reply by **8 January 2020** to the following address. You do not need a stamp.

### Freepost GM BUS CONSULTATION

You can also respond by completing this response form online at <https://www.gmconsult.org/strategy-team/gmbusconsultation> or by sending your response by email to [gmbusconsultation@ipsos-mori.com](mailto:gmbusconsultation@ipsos-mori.com)

Please only use the channels described on page 1 of this Response Form when responding to this consultation. Transport for Greater Manchester cannot accept responsibility for any responses sent to any other addresses. We will acknowledge receipt of email and online submissions but we are not able to acknowledge postal submissions.