
9 April 2014

Your Bus Matters event report

Your Bus Matters: Manchester

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Held in Piccadilly Gardens, Manchester on 9th April 2014, in partnership with:

- Arriva
 - First
 - Stagecoach
 - The Lancashire Way (Transdev)
 - The Witch Way (Transdev)
 - Transport for Greater Manchester
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During this event we received a visit from Councillor Kate Chappell, Executive Member for the environment on Manchester City Council. Buses were supplied by First and Stagecoach.

The major problem reported was general unreliability on many routes, most of it caused by high levels of congestion, especially on the main corridors out of the city centre. Many passengers understood the problem, but some felt that the timetables should be amended to allow for it.

Some of these major services were, however, singled out for praise for the drivers, levels of service and on the 192, the provision of Wi-Fi. These services were mainly on the Oxford Road and London Road corridors. There was also a good response to the increasing use of hybrid vehicles. These routes did suffer from bunching due to the high frequency of the buses (192 has 16 buses per hour).

Most bus services in Manchester are radial from the city centre to the suburbs, but there were calls for services to cross these radial routes and provide connections between the suburbs, possibly using the orbital M60 to speed up services.

Several comments were received about the lack of late services during the week, compared to Friday and Saturday when many routes run into the early hours of the morning, plus some all night routes which appeared to be popular. Some of these late services were unreliable and occasionally diverted without warning due to events in the city centre.

Requests for improved or new services were made for the 33 to Wigan, 77 to Chadderton, X57 from Woodford, and between buses between Astley and Wigan.

Problem services were 52 and 53 around Cheetham Hill, 149 to Alt, 219 to Stalybridge and X34 to Lowton.

General comments concerned litter on buses, especially the free papers being left on seats and the floor, and the charging of full fares for ENCTS pass holders before 09.30, compared to the previous flat fare of 80p. There were also concerns about drivers failing to stop when requested and not allowing passengers to sit down before driving away from the stops.

With regard to fares, several people thought they were too high, even after First's recent reductions. There was confusion regarding inter-availability of fares between operators, especially when the evening or Sunday service was operated by a different company, Calls were made for an Oyster-style card for Greater Manchester.

Timetable information at bus stops was sometimes out of date and information could be difficult to read when the panels were fixed behind the seats in shelters. Some thought that multiple stops at some places were confusing. Stockport Bus Station was described as untidy and dirty.

The TfGM journey planner received criticism as being difficult to use and misleading.

There were several requests for the introduction of real time information at bus stops and one comment that the Leigh guided busway should be scrapped and Metrolink extended along this route.

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Issues raised

Topic	Number of comments
Service reliability	51
Driver/staff attitude	10
Level of Service	35
Vehicle Condition	10
Bus failed to stop	2
Infrastructure	9
Compliments	8
Capacity	1
Access	5
Ticket Issues	19
Fares	19
Information	1
Passenger/behaviour issues	0
Miscellaneous/other	49
Total issues raised	219



Manchester City Centre - 9/4/2014

