



Getting back to Public Transport

Mark Mageean, Stagecoach Manchester
Travelwatch Conference, October 2021



How we helped get people back on board

- Worked with TfGM to maintain network.
- Extra cleaning, face coverings.
- Ran duplicate services for extra capacity.



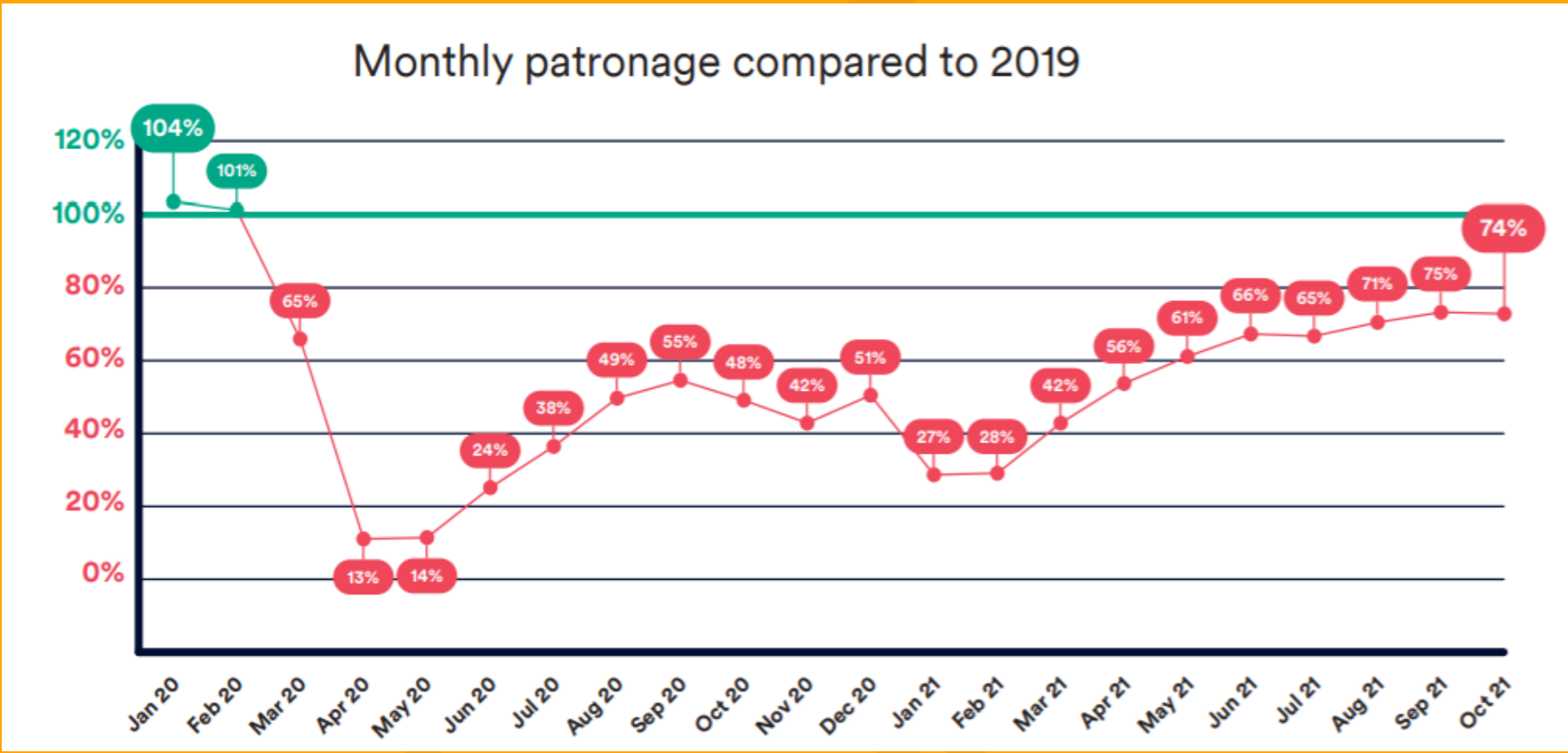
Please keep wearing a face covering throughout your journey, if you can.



- Keep **windows open** to increase air ventilation
- We'll continue with **enhanced cleaning**
- **All seats** are now available except for next to the door
- **Standing** is allowed

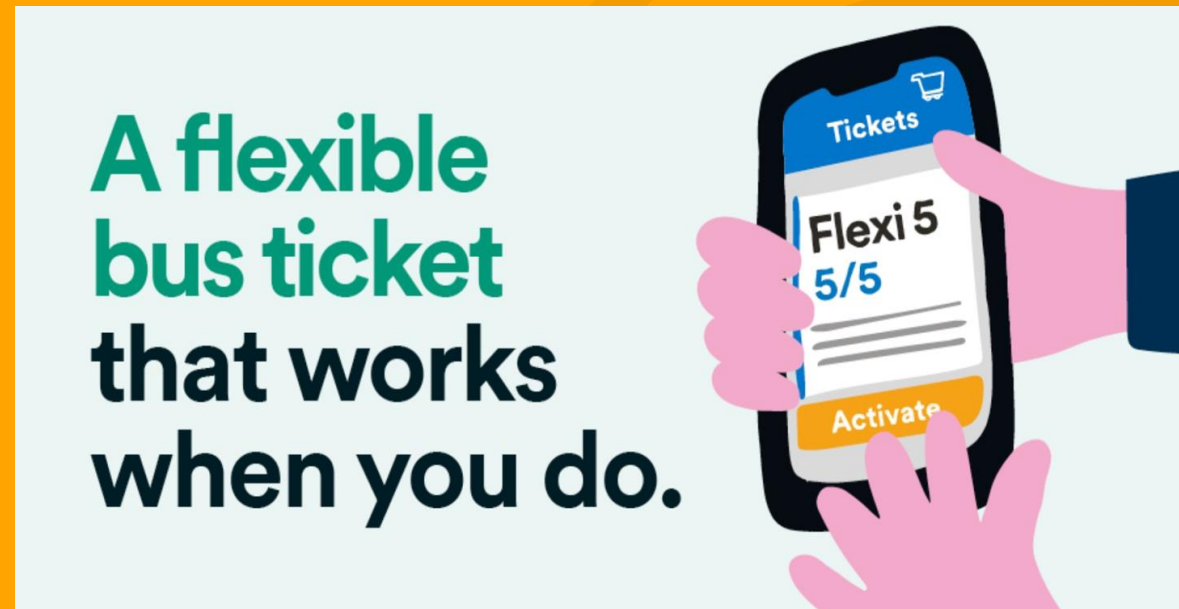
How many people have been 'getting back to buses'?

- Weekends at about 85% weekdays about 75% of pre covid levels.
- Similar % across all time bands.
- Non commuter travel returned fastest.



Changing customer habits

- Focus on 'leisure' market this summer.
- Introduction of 'flexi' ticket bundles also GMTL launching products.
- 60% of all payment transactions are now contactless (up 20% v before covid)
- % of customer using mobile app tickets up 80% compared to before covid.

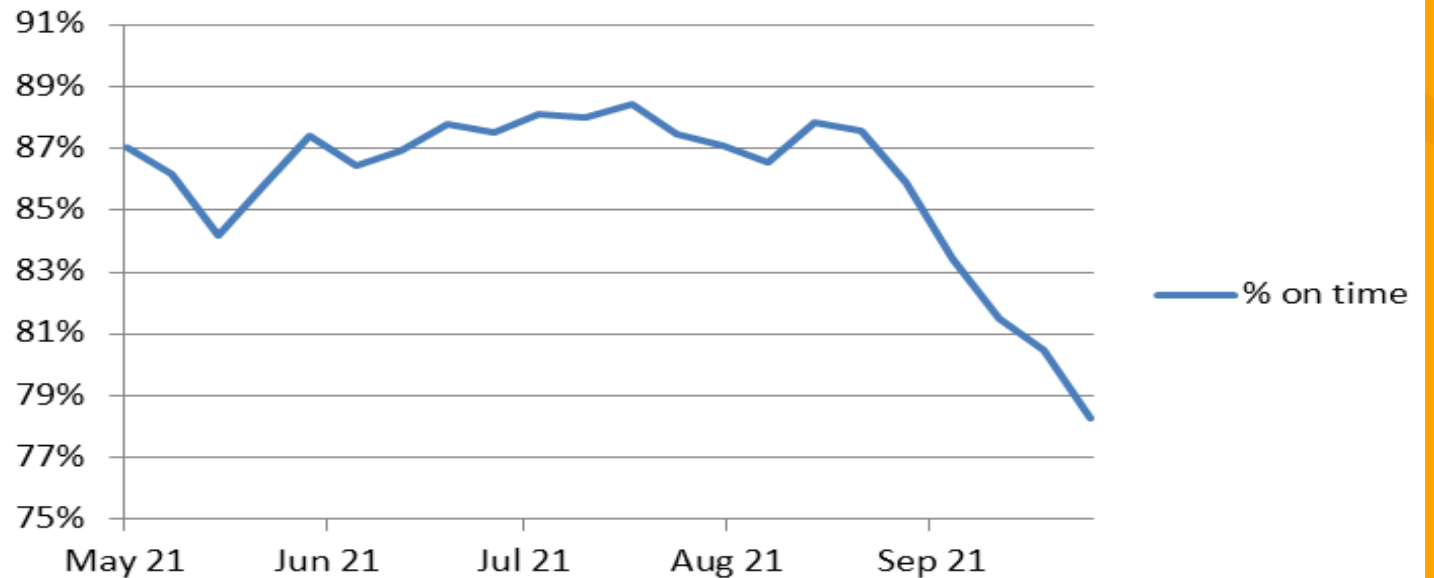


Challenge: The return of congestion

- Our old foe returns from 'self isolation'!
- Daily variations becoming more profound - a tale of 3 Thursdays.
- Not as bad as pre covid... yet.

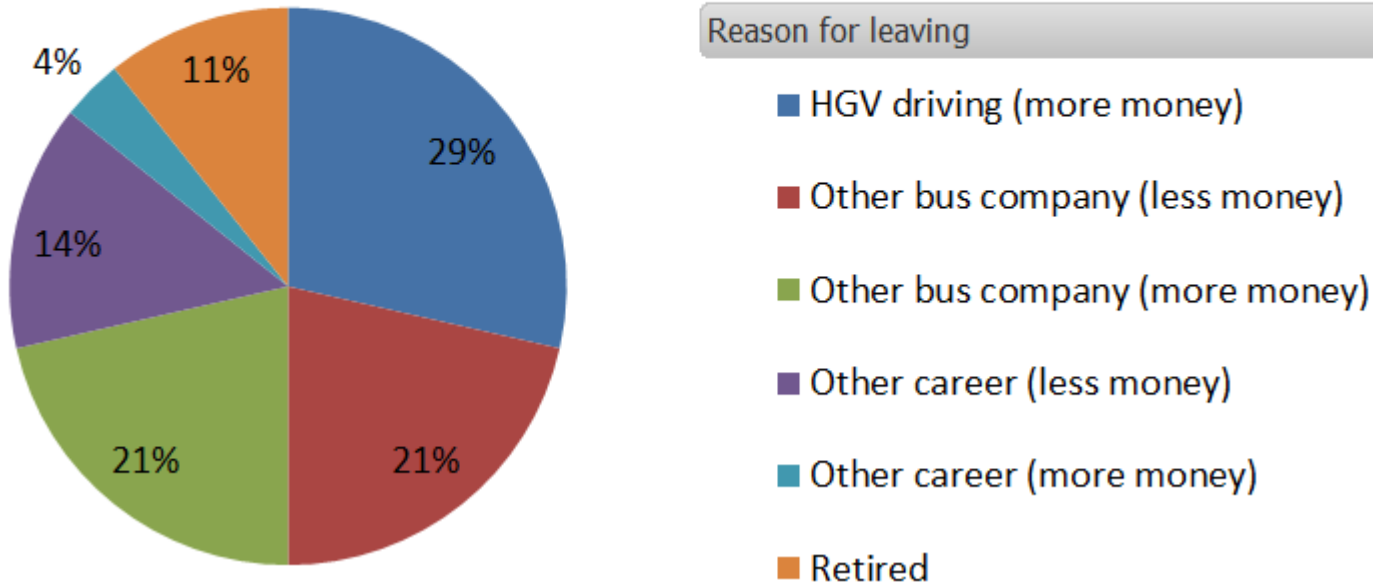


Punctuality (Start and Mid Point)



Challenge: Staff resources

Drivers leaving in September and October



- Offer to increase main pay rate at 'big 4' depots by 3.7%.
- But... more drivers leave for lower paid work than higher paid work
- DVLA challenges
- THAT DfT letter!
- Until recently very few drivers left for HGV.

How do I see the next 12 months?

- Continued growth in leisure travel and move to mobile and flexible ticket types.
- A perfect storm brewing?
- Plan to operate similar levels of mileage on all routes, no major changes or cuts
- Some small reductions planned to meet staff availability.
- Recovery funding ends April 2022. BSIPs being developed.
- Re-emergence of traffic congestion. Reviewing timetables to ensure high standard of service delivery.





Getting back to Public Transport

Mark Mageean, Stagecoach Manchester
Travelwatch Conference, October 2021

