

*promoting quality public transport.....*

Howard Hartley,  
Head of Bus,  
Transport for Greater Manchester,  
2 Piccadilly Place  
Manchester  
M1 3BG

7<sup>th</sup> July 2015

Dear Howard,

### **Bus priority package – Quality Partnership Scheme consultation**

TravelWatch NorthWest is an independent Community Interest Company representing all public transport users in North West England. We give below some general comments on this consultation.

In principle we support the scheme as it is intended to bring significant benefits for bus users, cyclists and pedestrians. As always the proof of the pudding will be in the eating.....

The success of the bus priority package will be judged on whether it achieves modal shift in favour of buses. Provincial cities such as Manchester lack many of the ingredients needed to increase bus use, which are found in London, e.g. car restraint including high parking charges, urban density and comprehensive bus priority. Passengers should benefit from the infrastructure improvements including the bus priority measures proposed but it is less clear how they will benefit from route changes, journey times, fares, passenger information and interchange facilities. We welcome the emphasis put on ensuring that drivers provide the best possible levels of customer service. This should be independently monitored.

To give some detailed observations:

- a single lane for all traffic including buses from All Saints inbound on Oxford Road and Oxford Street does not provide enough capacity for the heavy bus flows and general traffic;

- there are no proposals for John Dalton Street and Bridge Street which already have high bus flows (which will presumably increase), and are already heavily congested at peak times;
- Metrolink tram tracks and stops are not shown on the city centre plans sheets 3 to 7 inclusive.

To comment on two other areas -

- Complaints – the complaints procedures must include accessible information for passengers on buses and elsewhere not only how to complain but also how to appeal if the complaint is not dealt with satisfactorily.
- Fares – there is a need to make information about fares more easily obtainable. See our attached report on Information about Bus fares (attached).

Thank you for the opportunity to respond

Yours sincerely,

*John*

John Moorhouse  
Company Secretary