

P Dixin
By email only: request-108804-64a08e92@whatdotheyknow.com

Our ref 8000014128

13 April 2012

Dear P Dixin

**REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT
2000**

I refer to your Freedom of Information request dated 9 March 2012. Please find below TfGM's responses to each of your questions.

Information requested:

- 1. "Correspondence between TfGM and the bus operator of the 461 bus service between Bury and Heywood concerning the installation of bus stops or changes to any section of the route since the beginning of 2011."***

Please find correspondence between TfGM and bus operator of the 461 bus services enclosed as Response_1.pdf. Please note some Personal Data has been redacted under exemption s.40 – Personal Information.

- 11 October – Bus Operator and Information Editor (TfGM)
- 11 October – Bus Operator and Service Planning Officer (TfGM)
- 22 December – Bus Operator and Street Furniture Administrator (TfGM)
- 12 March – Bus Operator and Route Development Officer (TfGM)

- 2. "Number of requests for bus stops to be installed on Peel Lane and/or Bank Top Street in Heywood since the beginning of 2011."***

We have received three requests for bus stops to be installed on Peel Lane and/or Bank Top Street.

3. *“Correspondence between TfGM and other stakeholders and within TfGM for new bus stop installations on Peel Lane and/or Bank Top Street in Heywood including your Route Development Officer, Greater Manchester Police and the local Highways Development Officer.”*

Please find correspondence between TfGM and other stakeholders enclosed as Response_3.pdf. Please note some Personal Data has been redacted under exemption s.40 – Personal Information.

- 11 October – Bus Operator
- 14 December – Route Development Officer (TfGM)
- 22 December – Route Development Officer / Street Furniture Administrator (TfGM)
- 19 January - Route Development Officer / Street Furniture Administrator (TfGM)
- 19 January - Route Development Officer / Greater Manchester Police
- 19 January – Route Development Officer / Rochdale MBC Highway Rep

4. *“Any issues that have been identified as preventing additional bus stops being installed on Peel Lane and/or Bank Top Street in Heywood.”*

The location first suggested for installation of a bus stop on Peel Lane was lamp-post number 2, outside of Cherwell Court. As with all new additional stop locations, TfGM liaise with GM Police to gain their comments. For this particular location, GM Police suggested that the location opposite house number 31 would be more suitable for a ‘Both Way’s bus stop.

TfGM has recently consulted with residents living within 25 metres of the proposed location and local Ward Councillors.

We have received comments as a result of the consultation, which are currently being reviewed before a final decision is made of whether to proceed with the bus stop at this location.

5. *“The estimated cost for installing a formal bus stop in this area.”*

The estimated cost for installing a formal bus stop would be between approximately £100 for a plate only installation, and approximately £250 for a pole and plate installation – the cost depends on the location requirements.

6. ***“Any reasons why the request to install additional bus stops on the corner of Peel Lane and Bank Top Street in Heywood has not been undertaken since October 2011.”***

TfGM has a process to follow before stops can be installed. We are currently reviewing all six consultations and liaising with the Bus Operator concerning installation of an additional bus stop on Cherwell Avenue, before a final decision is made on all six bus stops.

7. ***“The issues that prevent Hail and Ride being put in place on Peel Lane and Bank Top Street in Heywood as a temporary/permanent measure.”***

One of the requests for a bus stop on Peel Lane was from the Bus Operator of the 461 Service. The bus operator has asked for all Hail and Ride sections throughout the network they operate to be replaced with formal bus stops as soon as possible.

The main issues working against Hail and Ride arrangements is that many operators now provide low floor buses, and only official bus stops with appropriate clearways can ensure that all passengers are able to access such buses. Operators also regularly experience problems on Hail and ride routes in trying to manoeuvre buses up to the kerb for boarding due to parked cars and this can cause problems for boarding to disabled passengers and those with mobility problems. Another consideration working against Hail and Ride is the number of compensation claims being received by operators for injuries sustained whilst passengers board buses in the middle of the road. We have also been advised that Hail and Ride stops can have a negative effect on the reliability of service.

8. ***“A copy of the section of the contract that covers the penalties if the operator chooses to change the route without notifying TfGM including additional stops or running Hail and Ride on additional sections of the route.”***

Please find attached a copy of the relevant section of the contract which details the penalties for various breaches in service (attached as Response_8.pdf).

Please note only those services/journeys operated as a tendered service are subject to these penalties, and we have no control of commercially operated services.

If your question specifically relates to the 461 service, this is a wholly tendered service, so the contract conditions (and appropriate penalties) would apply.

If you are not satisfied with the response in this letter you may ask for an internal review. If you would like an internal review you should contact me in the first instance. My e-mail address is at the end of this letter.

If you remain dissatisfied after an internal review has been undertaken, you have a right to apply to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.informationcommissioner.gov.uk

Please remember to quote the above reference number above in any future communications.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Melissa Iverson', with a long horizontal flourish extending to the right.

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