



# BEE NETWORK

**Bee Network**

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Ms Lisa Bower

Our ref: 0125-VGW0NQ-03766

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15 January 2025

Dear Ms Bower

## **RE: Reliability of Bee Network Marple Hall School Services**

Thanks for getting in touch. We're really sorry to learn of the issues experienced with the Marple Hall School services. I appreciate your patience whilst I've looked into your concerns further.

Bus services started to come under local control in September 2023, and on 5 January this year, the final phase took place bringing all the remaining local services in Greater Manchester under the [Bee Network](#), including the Marple Hall school services. As part of this transition, new bus operators are running these services. Bringing services under local control as part of the Bee Network is the biggest change to buses anywhere in the country in 40 years.

While it has gone well overall, we know there has been some disruption to services that have just joined the network and we're very sorry for any inconvenience this has caused for the school, students and parents; this is due to new drivers getting used to the routes and new buses, and the severe weather we've seen recently this year has made driving conditions difficult – reducing road speeds which can lead to congestion and delays.

In addition to the above, we are currently looking into the timetable/scheduling of the school services to improve the issues with the reliability. This unfortunately isn't going to change overnight, as it does require additional resources, but I can assure you that we are focusing on resolving the matters as soon as we can.



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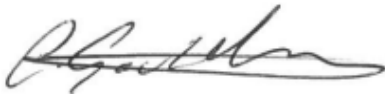
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Since September 2023, our team of Performance Managers has monitored services and worked with operators to address any issues – customer feedback like yours has also been very important in highlighting where improvements are needed. This work has resulted in services becoming much more punctual and reliable and we're already doing the same work for services that have just joined the network. In addition to this work, we expect punctuality to improve further as the bad weather improves and as new drivers become more accustomed to the new routes and ticketing products.

Thank you again for raising your concerns with us and I'm sorry that some services haven't operated as smoothly as we would've liked. All feedback is welcome and is really useful to improve Greater Manchester's bus network – we're listening and acting on what our customers say. If there's anything else you need, please never hesitate to contact us.

Yours sincerely



**Christine Goulding**  
Customer Casework Officer



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