



## Amendments to subsidised local bus service contracts

**Committee** Operations

**Date of meeting** 25 August 2017

**Date of report** 16 August 2017

### Report by Assistant Chief Executive (Operations)

#### 1. Object of report

To advise the Committee of the following amendments to local bus service contracts since the last Committee.

*This report affects Argyll and Bute, East Ayrshire, East Dunbartonshire, East Renfrewshire, Glasgow City, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire, South Ayrshire, South Lanarkshire and West Dunbartonshire council areas.*

#### 2. Background

##### (a) Glasgow - Kirkintilloch/Torrance (service 72) Moodiesburn - Kirkintilloch (service 178)

Services 72 and 178 are operated on behalf of SPT by McGill's Buses, providing an hourly, Monday to Saturday daytime and early evening service between Glasgow and Kirkintilloch via Auchinloch with early evening extensions to Torrance as service 72, and an hourly, Monday to Saturday daytime service between Moodiesburn and Kirkintilloch via Lenzie as service 178, within contract 2838H until 15 July 2017, and ensuing contract 2838J1, commencing from 16 July 2017 until 16 July 2022.

Following customer feedback, SPT analysed the operation of service 178, identifying timetable compliance issues with a Monday to Friday morning journey, owing to traffic congestion. SPT addressed this issue through a minor alteration to the timetable to provide additional running time within contract 2838H with effect from 9 April 2017 and also ensuing contract 2838J1 from its commencement date of 16 July 2017.

## **Action**

SPT altered the timetable of service 178 within contract 2838H, with effect from 9 April 2017, and also contract 2838J1 from commencement on 16 July 2017. No additional costs apply.

### **(b) Toryglen - Croftfoot (service M2) Toryglen - Castlemilk (service 74)**

Services M2 and 74 are operated on behalf of SPT by First Glasgow, providing an hourly, Monday to Saturday daytime service between Toryglen and Croftfoot as service M2, and an hourly, Monday to Saturday daytime service between Toryglen and Castlemilk as service 74, within contract W030C1.

Following the planned closure of Kerrycroy Avenue, Toryglen to facilitate utility works, the route of service M2 was altered to operate via Aitkenhead Road and Curtis Avenue from 9 January 2017, for an estimated period of 3 months, which was reported to a previous committee. Subsequently, SPT were notified of an extension to these works until 26 July 2017, which as a consequence required the revised route of service M2 to continue until completion of these works.

## **Action**

Alteration to the route of service M2 within contract W030C1, with effect from 15 April 2017. No additional costs apply.

### **(c) Dunure - Ayr - Straiton (service 361)**

Service 361 is operated on behalf of SPT by Western Buses, providing a daily, hourly daytime and evening service between Ayr and Dunure and a two hourly Monday to Saturday daytime and evening service between Ayr and Straiton, within contract 6790H1.

Western Buses notified SPT of timetable compliance issues upon service 361. Following comprehensive analysis, SPT addressed this issue through minor timetable alterations in order to redistribute running time, with effect from 26 March 2017.

## **Action**

SPT altered the timetable of service 361 within contract 6790H1, with effect from 26 March 2017. No additional costs apply.

### **(d) Maryhill - Riddrie (service 8A) Maryhill - Knightswood (service 94)**

Services 8A and 94 are operated on behalf of SPT by First Glasgow, providing an hourly, Monday to Saturday early evening and Sunday service between Riddrie and Maryhill via Springburn as service 8A, and an hourly, Monday to Saturday daytime service between Maryhill and Knightswood via Anniesland as service 94, within contract W058A until 15 July 2017, and ensuing contract W058B commencing from 16 July 2017 until 16 July 2022.

First Glasgow requested the early introduction of the slightly revised timetable of service 8A contained within ensuing contract W058B commencing from 16 July 2017. SPT agreed to this request given the timetable compliance benefits, with effect from 23 April 2017.

### **Action**

SPT altered the timetable of service 8A within contract W058A, with effect from 23 April 2017. No additional costs apply.

### **(e) Westcliff/Dumbarton - Tullichewan (service 206)**

Service 206 is operated on behalf of SPT by First Glasgow, providing an hourly, daily, evening service between Dumbarton and Tullichewan, and Sunday morning journeys between Westcliff/Dumbarton and Tullichewan, within contract LS009C until 15 July 2017, and ensuing contract LS009D, commencing from 16 July 2017 until 11 July 2020.

First Glasgow requested the early introduction of slightly revised running times for service 206, contained within ensuing contract LS009D, commencing from 16 July 2017. SPT agreed to this request given the timetable compliance benefits, with effect from 23 April 2017.

Furthermore, First Glasgow revised commercial service 206, Westcliff to Haldane, as part of its network changes from 23 October 2016. As a consequence, SPT reviewed service requirements between Haldane and Balloch, Tullichewan and Dumbarton delivered within subsidised service 206 within contract LS009C, withdrawing unnecessary over provision on Sunday mornings, resulting in a reduction in contract mileage, which was reported to a previous committee. As a result of these changes, SPT were required to revise renewal contract LS009D, from its commencement date of 16 July 2017, to incorporate these changes.

### **Action**

Alteration to the timetable of service 206 within contract LS009C, with effect from 23 April 2017. No additional costs apply. SPT altered the route and timetable of service 206, within contract LS009D, with effect from 16 July 2017. This alteration resulted in a reduction in contract mileage and a subsequent reduction to the contract cost of £13 per week, equivalent to £683 per annum.

### **(f) Rutherglen - Bankhead - Glasgow (service 7A)**

Service 7A is operated on behalf of SPT by First Glasgow, providing an hourly, Monday to Saturday evening service between Rutherglen and Glasgow via Bankhead and an hourly, Sunday morning and evening service between Bankhead and Glasgow, via King's Park within contract 0902F.

First Glasgow made a request to SPT to adjust the running times of the subsidised element of service 7A, to coincide with changes to the commercial element of this service, within network changes effective 23 April 2017. SPT deemed this request to be of a benefit to the travelling public, and therefore permitted these minor timetable alterations.

Further to the above, following the planned closure of Curtis Avenue, Toryglen to facilitate utility works, the route of service 7A was altered to operate via Aitkenhead Road and Kings Park Avenue from 7 August 2017, for an estimated period of 4 months.

### **Action**

SPT altered the timetable of service 7A within contract 0902F, with effect from 23 April 2017. No additional costs apply. SPT also altered the route of service 7A within contract 0902F, with effect from 7 August 2017. No additional costs apply.

### **(g) Kilmacolm - Quarriers Village - Bridge of Weir - Johnstone (service X7A) Kilmacolm - Greenock (service 530)**

Services X7A and 530 are operated on behalf of SPT by McGill's Buses, providing a Monday to Saturday daytime service between Kilmacolm and Johnstone via Quarriers Village and Bridge of Weir as service X7A, and an hourly, Monday to Saturday evening and Sunday service between Kilmacolm and Greenock as service 530 within contract W065 until 15 July 2017, and ensuing contract W065B4 commencing from 16 July 2017 until 16 July 2022.

McGill's Buses made a request to SPT to adjust the timetable, route and service number of service 530, to coincide with network changes in April 2017. These proposed changes, permit interworking with commercial service X7, offering through journeys to Linwood and Glasgow as service X7. SPT deemed this request to be of a benefit to the travelling public, and therefore permitted these timetable, route and service number alterations to contract W065 from 6 April 2017, and contract W065B4 from its commencement date of 16 July 2017.

Further to the above, McGill's Buses notified SPT of timetable compliance issues upon service X7A (Kilmacolm - Quarriers Village - Bridge of Weir - Johnstone). Following comprehensive analysis, SPT addressed this issue through a timetable revision, which as a consequence reduces the frequency and mileage of this service, with effect from 16 July 2017. In addition to the above, McGill's Buses requested that service X7A be renumbered to service 1, to improve local service identity, which was deemed acceptable to SPT.

### **Action**

SPT altered the timetable, route and service number of service 530 within contract W065 from 6 April 2017, and also within contract W065B4 from the contract commencement date of 16 July 2017. SPT also altered the timetable and service number of service X7A within contract W065B4, which resulted in a reduction in contract mileage and a subsequent reduction to the contract cost of £65 per week, equivalent to £3,386 per annum.

### **(h) Wishaw General Hospital - Holytown (service 248)**

Service 248 is operated on behalf of SPT by McGill's Buses, providing a Monday to Saturday evening service between Wishaw General Hospital and Holytown via Cleland and Newarthill within the contract for Central Lanarkshire DRT services, 9561F.

McGill's Buses notified SPT of timetable compliance issues upon service 248. Following comprehensive analysis, SPT addressed this issue through a route variation within Newarthill to facilitate a consequential time saving, with effect from 16 July 2017.

#### **Action**

SPT adjusted the route and timetable of service 248 within contract 9561F, with effect from 16 July 2017. These alterations result in a reduction in contract mileage and a subsequent reduction to the contract cost of £51 per week, equivalent to £2,647 per annum.

#### **(i) Linnvale - Clydebank - Duntocher (service 81/A)**

Service 81/A is operated on behalf of SPT by McGill's Buses, providing a Monday to Saturday evening, and hourly, Sunday service between Linnvale and Duntocher via Clydebank as service 81/A, within the contract for Glasgow North West DRT services, 9574H.

Analysis of the delivery of service 81/A, highlighted timetable compliance issues. To address these issues, SPT revised the timetable of service 81/A to redistribute running time, whilst also making minor route adjustments. SPT took the opportunity at this juncture to incorporate the servicing of Clydebank Shopping Centre (Coldstream Road) on Sundays as service 81B, following revisions to First Glasgow service 60 within its network changes from 23 April 2017.

#### **Action**

SPT adjusted the routes and timetables of service 81/A within contract 9574H, with effect from 23 April 2017. These alterations result in a reduction in contract mileage and a subsequent reduction to the contract cost of £42 per week, equivalent to £2,200 per annum.

#### **(j) Greenock - Pennyfern/Greenock - Branchton (services 330/331)**

Services 330 and 331 are operated on behalf of SPT by Gillen's Coaches, providing an hourly, Monday to Saturday evening and all day Sunday service between Greenock and Pennyfern as service 330, and Monday to Saturday morning peak journeys and hourly evening service, and also an hourly, all day Sunday service between Greenock and Branchton as service 331, within the contract for Inverclyde DRT services, 9594D.

McGill's Buses notified SPT of its intention to introduce new commercial service 519, which operated between Greenock Town Centre and Branchton from 3 October 2016. The resulting duplication of provision required that SPT withdrew a Monday to Saturday early morning return journey from service 331, as noted to a previous committee.

McGill's Buses subsequently cancelled service 519 in its entirety, with the last day of operation being 1 April 2017. In order to maintain essential public transport links, SPT reinstated the previously withdrawn Monday to Saturday early morning return journey from service 331.

#### **Action**

SPT altered the timetable of service 331, to reinstate a withdrawn Monday to Saturday early morning return journey within contract 9594D, with effect from 2 April 2017. This alteration results in an increase in contract mileage and a subsequent increase in contract cost of £18 per week, equivalent to £940 per annum.

**(k) Shawlands - Clarkston - Silverburn (service 374)**

Service 374 is operated on behalf of SPT by Glasgow Citybus, providing an hourly Monday to Saturday daytime service between Shawlands and Silverburn, via Clarkston and Eastwood Toll, within contract W097C.

Glasgow Citybus, notified SPT of timetable compliance issues on service 374, owing to traffic congestion around peak. Following analysis, SPT addressed this issue through a series of minor route and timetable adjustments, to achieve a consequential time saving, with effect from 16 July 2017.

**Action**

SPT altered the route and timetable of service 374 within contract W097C, with effect from 16 July 2017. No additional costs apply.

**(l) Kirkintilloch - Milngavie (service 47/A)**

Service 47/A is operated on behalf of SPT by McColl's Travel, providing an hourly, Monday to Saturday daytime service between Milngavie and Kirkintilloch via Torrance, within contract W064B.

McGill's Buses notified SPT of changes to the timetable and route of commercial service 247, effective from 16 July 2017, which adversely affected its interworking with supported service 47/A and long established connections between Milngavie and Torrance at Kirkintilloch for onward travel to Cumbernauld, Airdrie and Monklands Hospital. As a consequence of revisions to service 247, SPT found it necessary to revise the timetable of service 47/A to maintain established interchange connections, with effect from the contract commencement date of 16 July 2017.

**Action**

SPT altered the timetable of service 47/A, within contract W064B, with effect from 16 July 2017. No additional costs apply.

**(m) Carluke - Law - Wishaw General Hospital (service 10/A/X)  
Carluke - Law - Hamilton (service 243)**

Services 10/A/X and 243 are operated on behalf of SPT by McGill's Buses, providing an early morning journey, Monday to Friday between Law and Wishaw General Hospital, an hourly, Monday to Saturday evening and all day Sunday service between Carluke and Wishaw General Hospital via Law as service 10A/X, and an hourly, daytime Monday to Saturday service between Carluke and Hamilton via Law as service 243, within contract W077A.

Following the award of contract W077A, SPT received a request from a member of the public to alter the route of an early Sunday morning journey of service 10 to operate via Law, to facilitate improved access to employment and healthcare within Wishaw General Hospital for residents of Law. SPT deemed this request a benefit to the locality, therefore revising the timetable and route accordingly from the contract commencement date of 16 July 2017. In addition to the above, McGill's Buses requested that services 10/A/X be renumbered 210/A/X in order to avoid service number duplication within its network, which was deemed acceptable to SPT.

#### **Action**

SPT altered the timetable, route and service number of service 10/A/X within contract W077A, with effect from 16 July 2017. This alteration results in an increase in contract mileage and a subsequent increase in contract cost of £1 per week, equivalent to £64 per annum.

#### **(n) Millport Pier - Cumbernauld Slip (service 320)**

Service 320 provides a late evening return journey on Fridays, during the recognised summer periods, and a Monday to Saturday evening and Sunday service during the recognised winter period, between Millport Pier and Cumbernauld slip.

Contract 6801K was awarded to Millport Motors at the Operations Committee on 20 January 2017, for the operation of service 320 for the specified contract period of 16 July 2017 until 16 July 2022, which was erroneous, the correct contract period for contract 6801K is 22 October 2017 until 22 October 2022, to coincide with seasonal ferry timetable operations.

#### **Action**

SPT altered the operational period of contract 6801K, to 22 October 2017 until 22 October 2022. No additional costs apply.

#### **(o) Glasgow - Springburn - Stobhill Hospital (service M3)**

Service M3 is operated on behalf of SPT by First Glasgow, providing a Monday to Saturday, early evening service between Glasgow and Stobhill Hospital via Springburn within contract LS081B.

Following communication with First Glasgow, SPT altered the timetable to revise City centre layover time, to coincide with the commercial element of this service, with effect from contract commencement date of 16 July 2017.

#### **Action**

SPT altered the timetable of service M3 within contract LS081B, with effect from 16 July 2017. No additional costs apply.

**(p) Lanark Local (service 135)**

Service 135 is operated on behalf of SPT by Stuart's Coaches, providing early morning Monday to Saturday journeys, between Lanark Interchange and New Lanark/The Marches within Lanark DRT contract 9557G1.

Following the award of contract W071A at a previous committee, which provides the daily, daytime element of service 135, and contained a minor route variation, SPT adjusted the route of service 135 journeys contained within Lanark DRT contract 9557G1, to reflect the changes to the daytime element, with effect from 16 July 2017.

**Action**

SPT altered the route of service 135 within contract 9557G1, with effect from 16 July 2017. No additional costs apply.

**(q) Hardgate - Gartnavel Hospital (service 118)  
Milngavie - Anniesland (service 15)  
Duntocher - Glasgow (service 6B)**

Services 118,15 and 6B are operated on behalf of SPT by Glasgow Citybus, providing an hourly, Monday to Saturday evening, and all day Sunday service between Hardgate and Gartnavel Hospital, with journey extensions to/from Duntocher on Sunday mornings as service 118, and a Monday to Saturday daytime service between Milngavie and Anniesland, that is enhanced and commercially extended to Glasgow as service 15, and also includes provision of an early morning Monday to Friday journey, between Duntocher and Glasgow as service 6B, within contract W033E.

Glasgow Citybus notified SPT of timetable compliance issues upon service 6B. Following comprehensive analysis, SPT addressed this issue through minor timetable alterations in order to reduce running time, with effect from the contract commencement date of 16 July 2017.

**Action**

SPT altered the timetable of service 6B within contract W033E, with effect from 16 July 2017. No additional costs apply.

**(r) Alexandria - Luss (service 305)  
Alexandria - Helensburgh (service 306)  
Old Bonhill/Alexandria - Balmaha (service 309)**

Services 305,306 and 309 are operated on behalf of SPT by Garelochhead Coaches to provide a daily service between Alexandria and Luss via Balloch as service 305, and a Monday to Saturday, daytime service, and a Sunday afternoon return journey between Alexandria and Helensburgh as service 306, and also a daily service between Old Bonhill/Alexandria and Balmaha as service 309, within contract W012B.

SPT made minor alterations to the timetables of services 305 and 306 to maintain interchange with supported service 340 at The Vale of Leven Hospital for onward



travel from/to the Royal Alexandra Hospital, with effect from the contract commencement date of 16 July 2017.

**Action**

SPT altered the timetable of services 305 and 306 within contract W012B, with effect from 16 July 2017. No additional costs apply.

**(s) Hawkhead - Royal Alexandra Hospital - Brediland (service 10)**

Service 10 is operated on behalf of SPT by McGill's Buses, to provide an hourly, Saturday daytime service between Hawkhead and Brediland, via Paisley town centre and the Royal Alexandra Hospital, within contract W051B.

McGill's Buses notified SPT of changes to the timetable and route of the commercial Monday to Friday element of service 10, withdrawing this service from the Brediland area of Paisley, however subsequently revising commercial daily service 60 (Foxbar - Paisley) to incorporate this area, effective from 16 July 2017. The resulting duplication of provision required that SPT withdrew service 10 from the Brediland area on Saturdays, with effect from 16 July 2017.

**Action**

SPT altered the route and timetable of service 10 within contract W051B, with effect from 16 July 2017. These alterations result in a reduction in contract mileage and a subsequent reduction to the contract cost of £20 per week, equivalent to £1,045 per annum.

**(t) Newton Mearns - Mansewood - Shawlands - Glasgow (service 29)**

Service 29 is operated on behalf of SPT by First Glasgow, providing a Monday to Saturday daytime service between Newton Mearns and Shawlands, via Mansewood/Hillpark, with additional daytime journeys operating between Hillpark and Shawlands, and an hourly, Monday to Saturday evening and Sunday service between Mansewood and Glasgow within contract W031D1.

Following consultation with the operator, SPT renumbered service 29 to services 29 (Newton Mearns – Shawlands) service 29A (Hillpark – Shawlands) and service 129 (Mansewood – Shawlands/Glasgow) to differentiate between route variations and improve service identification, with effect from 16 July 2017.

**Action**

SPT renumbered service 29 to services 29, 29A and 129 within contract W031D1, with effect from 16 July 2017. No additional costs apply

**(u) Mossbank - Glasgow (service 59)**

Service 59 is operated on behalf of SPT by McGill's Buses, providing a half hourly, Monday to Friday daytime service, and hourly, evening and all day Saturday and Sunday service between Mossbank and Glasgow City Centre within contract LS005F for the contract period 13 July 2014 until 15 July 2017.

Following numerous unsuccessful tendering exercises for the continuation of service 59 from 16 July 2017, SPT arranged for the temporary extension of current contract LS005F until 18 November 2017, to permit sufficient time to consider the alternative delivery of this service.

### **Action**

SPT extended contract LS005F, from 16 July 2017 until 18 November 2017, at a cost of £266 per week, equivalent to £13,830 per annum.

### **(v) Monklands Hospital - Upperton (services 101/181/A)**

Services 101 and 181/A are operated on behalf of SPT by Stuarts Coaches, providing an hourly, Monday to Friday daytime service between Monklands Hospital and Upperton via Rawyards (A73) as service 101, and Monday to Friday early morning and afternoon journeys, in addition to an hourly, Saturday and Sunday daytime service between Monklands Hospital and Upperton via Glenmavis as service 181/A, within contract 4841L.

McGill's Buses notified SPT of the cancellation of service 214 (Airdrie - Glenmavis) and also a compensating revision to the timetable and route of service 247 (Monklands Hospital – Cumbernauld/Kirkintilloch), effective from 16 July 2017. The variation to service 247 resulted in the duplication of local bus service provision between Glenmavis and Airdrie on a Monday to Friday morning and afternoons and also Saturday daytime. The resulting duplication of provision led SPT to revise the timetable and route of Monday to Saturday service 181/A journeys to operate as service 101.

### **Action**

SPT altered the timetables of services 101 and 181/A within contract 4841L. These alterations result in a reduction in contract mileage and a subsequent reduction to the contract cost of £16 per week, equivalent to £857 per annum with effect from 13 August 2017, the effective date granted by the Office of the Traffic Commissioner.

### **(w) Glasgow Inner Circle (services 89/90)**

Services 89/90 are operated on behalf of SPT by McGill's Buses, providing an hourly, daily, evening circular service from Govan Bus Station, serving Shawlands, Parkhead, Springburn and Partick.

The closure of Copland Road, Govan to facilitate dormant railway tunnel works by Balfour Beatty, required that the route of services 89/90 was altered to operate via Fairly Street and Carmichael Street from 10 July 2017, for an estimated period of around 10 weeks.

### **Action**

SPT altered the route of services 89/90 within contract 0914J, with effect from 10 July 2017. No additional costs apply.

**(x) Kilmarnock - Southcraig - Galston (service 332)**  
**Kilmarnock - Moorfield Industrial Park (service 333)**  
**Kilmarnock - Grange Estate/Southcraig (service 334)**

Services 332, 333 and 334 are operated on behalf of SPT by Western Buses, providing a Monday to Saturday daytime service between Kilmarnock and Galston via Southcraig as service 332, Monday to Friday peak time journeys between Kilmarnock and Moorfield Industrial Park as service 333, and a Monday to Saturday daytime service between Kilmarnock and Grange Estate, with a Monday to Friday evening peak hour extension to Southcraig, as service 334, within contract W040B.

Following the closure of the southbound carriageway of Cross Street, Galston to facilitate building demolition works, the route of service 332 was altered to operate via Orchard Street and Brewland Street from the contract commencement date of 16 July 2017, for an estimated period of 5 months.

**Action**

SPT altered the route of service 332 within contract W040B, with effect from 16 July 2017. No additional costs apply.

**(y) Kirkintilloch - Twechar/Banton (service 84/A/B)**

Services 84/A/B are operated on behalf of SPT by McColl's Travel, providing an hourly, daily, daytime, service between Kirkintilloch and Twechar as service 84, an hourly, evening service between Kirkintilloch and Twechar via Waterside as service 84A, and a late evening Monday to Saturday service between Kirkintilloch and Banton via Twechar and Waterside as service 84B, within contract W017D1.

As part of its network revision effective from 20 August 2017, First Glasgow extended the operation of service X87 to provide hourly, evening journeys between Waterside and Glasgow via Kirkintilloch, which resulted in the duplication of bus service provision between Waterside and Kirkintilloch each evening. The resulting duplication of provision led SPT to withdraw evening journeys on service 84A/B from Waterside.

**Action**

SPT altered the timetable of services 84/A/B, within contract W017D1, with effect from 20 August 2017. These alterations will result in a reduction in contract mileage and a subsequent reduction to the contract cost of £35 per week, equivalent to £1,797 per annum.

**(z) Largs - Ardrossan - Stevenston (service 585A)**

Service 585A is operated on behalf of SPT by Western Buses, providing an hourly, Monday to Saturday evening service between Largs and Stevenston via Ardrossan, within contract W041B.

North Ayrshire Council will introduce a reconfigured road layout within Main Street, Ritchie Street and Well Street, West Kilbride to incorporate one-way traffic movements. As a consequence, SPT will require to alter the route and timetable of service 585A within West Kilbride, from 3 September 2017.

## **Action**

SPT will alter the route and timetable of service 585A, within contract W041B, with effect from 3 September 2017. No additional costs apply.

### **3. Committee action**

The Committee note the amendments to service provision as detailed in the report.

### **5. Consequences**

Policy consequences: *In line with Regional Transport Strategy.*

Legal consequences: *Amended services provided under an existing contract involves a change in the contractual terms, arranged via Bus Ops. with appropriate input from Legal and Property.*

Financial consequences: *The amendments to contracts detailed in the committee paper will result in additional costs of £275 to SPT in 2017/18.*

Personnel consequences: *None.*

Equalities consequences: *Seeks to reduce the incidence of social exclusion by supporting socially necessary services.*

Risk consequences: *None.*

Eric Stewart  
**Assistant Chief Executive (Operations)**

Gordon MacLennan  
**Chief Executive**

*for further information, please contact Alex Scott, Bus Services Manager on ext 3388*