

BEE NETWORK COMMITTEE**DATE:** Thursday, 22nd February, 2024**TIME:** 2.00 pm**VENUE:** Boardroom, GMCA Offices, 56 Oxford Street, M1 6EU**AGENDA**

- 5. TravelSafe Update** 1 - 24

A report of Alex Cropper, Chief Network Officer, TfGM

- 6. Transport Capital Programme** 25 - 38

A report of Chris Barnes, Infrastructure Pipeline Programme Director, TfGM

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

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Name	Organisation	Political Party
GM Mayor Andy Burnham	GMCA	Labour
Councillor Eamonn O'Brien	Bury	Labour
Councillor Howard Sykes	Oldham	Liberal Democrats
Councillor David Meller	Stockport	Labour Co-operative
Councillor Dan Costello	Tameside	Conservative
Councillor James Gartside	Rochdale	Conservative
Councillor Hamid Khurram	Bolton	Labour
Councillor Tracey Rawlins	Manchester	Labour
Councillor Alan Quinn	Bury	Labour
Councillor Elaine Taylor	Oldham	Labour
Councillor Phil Burke	Rochdale Council	Labour
City Mayor Paul Dennett	Salford	Labour
Councillor Grace Baynham	Stockport	Liberal Democrats
Councillor Warren Bray	Tameside	Labour
Councillor Aidan Williams	Trafford	Labour
Councillor Paul Prescott	Labour Member for Wigan (Portfolio Holder for the Environment)	Labour

For copies of papers and further information on this meeting please refer to the website

www.greatermanchester-ca.gov.uk. Alternatively, contact the following

Governance & Scrutiny Officer: Ninoshka Martins

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This agenda was issued on Friday 16 February 2024 on behalf of Julie Connor, Secretary to the Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street, Manchester M1 6EU



Bee Network Committee

Date: Thursday 22 February 2024

Subject: TravelSafe Update

Report of: Alex Cropper, Chief Network Officer, TfGM

Purpose of Report

To provide the Committee with an update and overview of the work and achievements of the Greater Manchester TravelSafe Partnership (TSP) during 2023.

Recommendations:

The Committee is requested to:

1. Note the contents of the report.
2. Note that work is underway to incorporate regular TravelSafe reporting, activity, and outcomes into the quarterly BNC performance report.

Contact Officers

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Equalities Impact, Carbon and Sustainability Assessment:

N/A

Risk Management

N/A

Legal Considerations

N/A

Financial Consequences – Revenue

N/A

Financial Consequences – Capital

N/A

Number of attachments to the report: 0

Comments/recommendations from Overview & Scrutiny Committee

N/A

Background Papers

N/A

Tracking/ Process

Does this report relate to a major strategic decision, as set out in the GMCA Constitution?

No

Exemption from call in

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?

No

1. Executive Summary

- 1.1. This report covers Greater Manchester TravelSafe Partnership (TSP) activity during 2023. The report also includes an overview of activity and outcomes of the new TravelSafe Support and Enforcement Officers (TSEOs) introduced onto the Bee Network as part of Bus Franchising, and progress tackling fare evasion on Metrolink.
- 1.2. Thanks should be noted to all TSP members for their ongoing contribution to the partnership and ongoing commitment to working towards TravelSafe agreed [strategic aims](#).
- 1.3. TravelSafe uses a rolling 12-month 'rate of incidents' (per million passenger journeys) as a benchmark to assess the scale of crime and ASB on the transport network.
 - Overall rate (bus and Metrolink combined): this has risen during 2023 to 39 from 37 in the 12-month period to December 2022.
 - Bus Network: this has risen during 2023 to 31 from 24 in the 12-month period to December 2022. Provisional patronage data indicates that bus passenger journeys increased during 2023 as did the number of reported incidents. Campaigns to encourage reporting from bus passengers, alongside the introduction of TSEOs at the end of September account for the uplift in reported incidents during the last quarter of 2023. With an increased staff presence attracting an increase in reporting.
 - Metrolink: this has decreased during 2023 to 72, down from 95 in the 12-month period to December 2022. Provisional patronage data indicates that Metrolink passenger journeys increased during 2023 but the number of reported incidents reduced.
- 1.4. A continuing theme for TravelSafe is incidents categorised as 'youth-related anti-social behaviour (ASB):'
 - 42% of all reported incidents on Metrolink and bus were categorised as youth or young person related¹.

¹ A slight increase from 2022 when this stood at 41%.

- 45% of all reported incidents on bus stations and interchanges were categorised as youth or young person related².
- 1.5. The TSP educational outreach programme has delivered inputs to 9,962 young people since the start of the 2023/24 academic year.
 - 1.6. During 2023, TSP formalised its strategic relationship with Foundation 92 (F92)³ to support youth outreach and positive sports related diversionary activity on the transport network. In 2023, F92 deployed across 18 different transport locations, engaging with over 4,000 young people. A single deck bus was donated by Stagecoach to further enhance this provision and from August 2023 after undergoing refurbishment to create a mobile youth hub, the bus was deployed on the network. In addition, a pilot static youth-hub, was set up at Ashton Interchange over the summer holidays to help mitigate youth ASB.
 - 1.7. Beryl⁴ formally joined the TSP in 2023, and a series of bespoke problem-solving plans and joint working with the GMP Transport Unit were developed to help combat theft and vandalism affecting bike availability for the Bee Network Cycle Hire scheme.
 - 1.8. Greater Manchester Police consider the transport network as the conceptual 11th District of GM and as such, two transport specific AVRO⁵ operations took place in 2023. The first took place on 6 and 7 July across all Greater Manchester transport hubs and a second, regional centre focused AVRO, took place on 14 December. Dates have already been agreed for 2024 with planning underway.
 - 1.9. The GMP Transport Unit has continued to deploy across the network and have delivered results including over 1140 arrests and over 2600 stop/searches.
 - 1.10. GMP also launched Operation VULCAN in Autumn 2022 to address the issue of counterfeit goods and associated criminality in Cheetham Hill, then extended to address crime and ASB in Piccadilly Gardens. To complement this 'VULCAN Network' has been launched, which will see the VULCAN model and tactics rolled out on public transport in support of the TSP. Using established TSP governance to

² Compared to 44% in 2022 and 46% in 2021.

³ an independent registered charity that focuses on supporting communities to improve their lives through sport and education.

⁴ The operator of the Greater Manchester Bee Network Cycle Hire scheme.

⁵ Op AVRO is a police-led initiative to tackling criminality at a local level.

leverage support from partners, VULCAN will bring additional resources to address complex issues, including homelessness, retail crime and immigration, initially around Piccadilly Station.

- 1.11. Throughout 2023, the TSP and TfGM continued to support White Ribbon UK⁶. As part of this the TSP commissioned three marketing campaigns focused on youth ASB, unacceptable behaviours, and gender-based violence against women and girls: 'Better than That', 'Don't Get Ghosted' and '#IsThisOK?'.
- 1.12. Delivery of the Home Office Safer Streets (Round 4) project, jointly led by the TSP and British Transport Police (BTP), concluded in 2023. This focused on issues associated with missile throwing and youth ASB in Bolton and Salford.
- 1.13. TravelSafe communications and marketing activity across the year has focussed on youth ASB, passenger reassurance and women and girls' safety. Campaign activity has generated over 69 million opportunities for people to see and/or hear about the work of TravelSafe, through media coverage, social media and campaign activity.
- 1.14. As part of the launch of tranche 1 of bus franchising, a cohort of 30 TravelSafe Support and Enforcement Officers (TSEOs) have been recruited. Their duties include supporting customer and staff safety, providing customer service and undertaking revenue inspection activities across the bus network including at interchanges and bus stations.
- 1.15. Finally, Metrolink is on target to generate an additional circa £2m net revenue per year as a result of fare evasion initiatives. This additional revenue was a key component of the Financial Sustainability Plan for 2023/24.

2. Network Overview

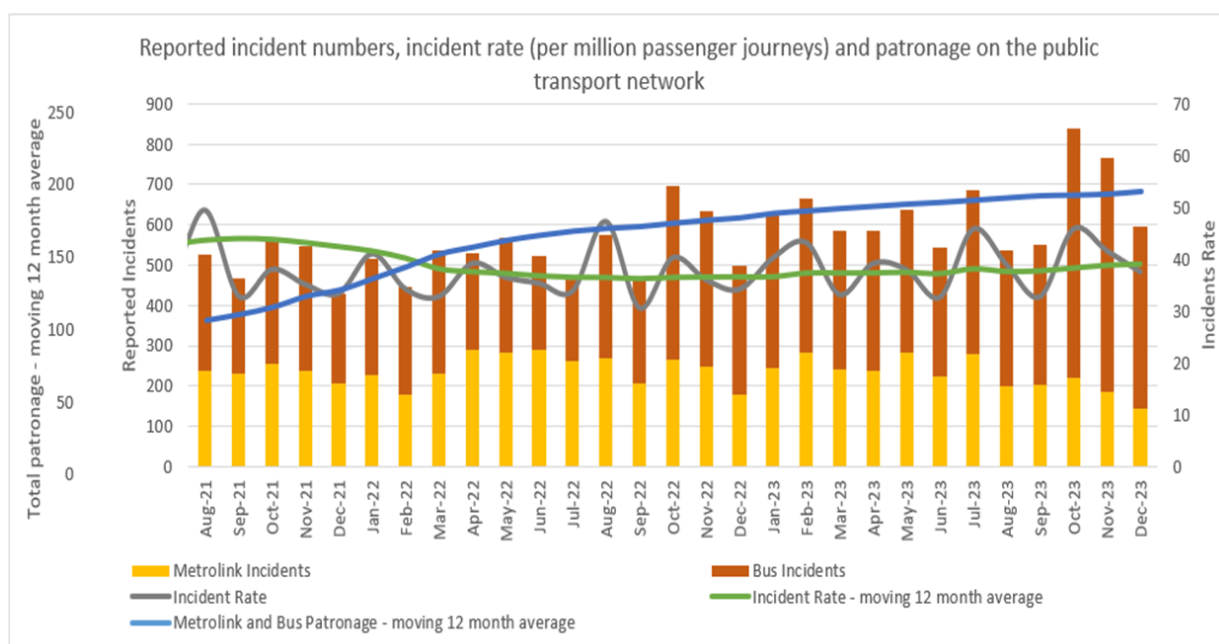
- 2.1. The TravelSafe KPI brings together all reported crime and anti-social behaviour incidents from Greater Manchester Police (GMP), TfGM, Bus Operators, Keolis Amey Metrolink (KAM) and TSEOs.
- 2.2. Although comparisons are provided across several years, it should be noted there are several factors which impact direct comparisons:

⁶ The UK's leading charity engaging men and boys to end violence against women and girls.

- National travel restrictions in place to manage the Covid-19 pandemic and lockdown periods.
- Increases in front-line staff on the transport network⁷, therefore generating increased reports.
- Increased promotion using marketing campaigns to actively encourage reporting of incidents.

2.3. The average incident rate⁸ in 2023 for bus and Metrolink combined was 39. This has increased from 37 during the 12-month period to December 2022. The incident totals and incident rate trends are illustrated in **Figure 1** which also shows a steady increase in patronage throughout 2023.

Figure 1⁹: Reported Incidents of Crime and Anti-Social Behaviour (ASB) (per million passenger journeys)



Bus Network 2023 Overview

2.4. Although there has been an overall increase in the number of reported incidents on the bus network in 2023 with 36% more reports than in 2022, there are a number of

⁷ Additional Metrolink CSRs and the launch of the TSEOs on Bus.

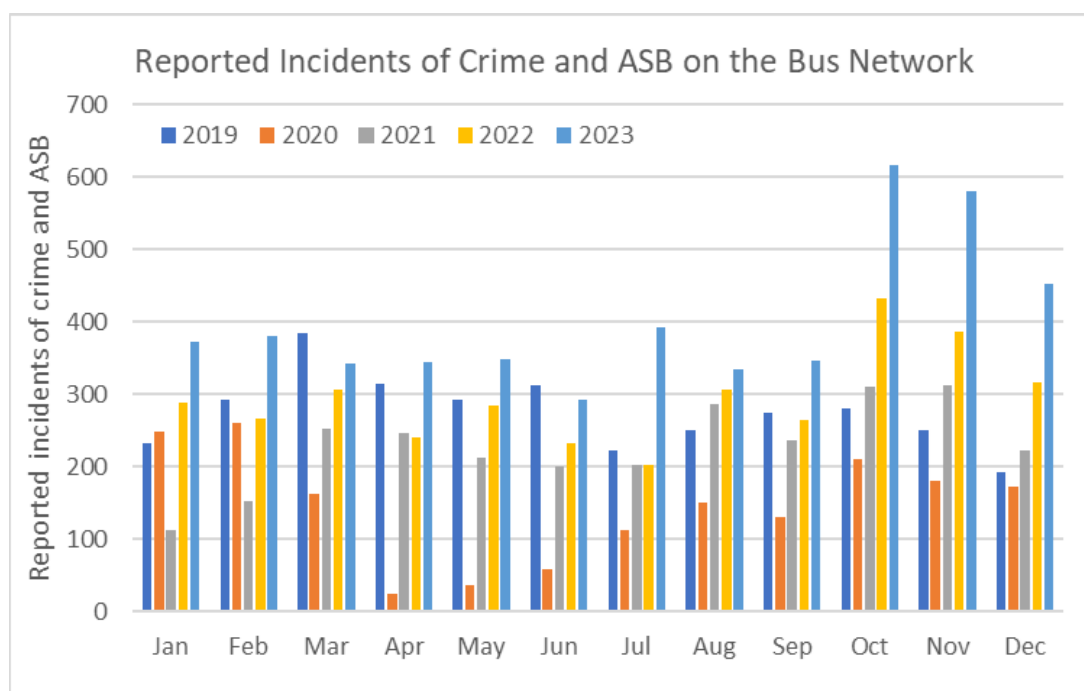
⁸ Rolling 12-month 'rate of incidents' (per million passenger journeys)

⁹ Entries are excluded where they constitute intelligence or are byelaw offences such as smoking and vaping. Incidents are de-duplicated and categorised prior to analysis.

Presenting the data in this way allows comparisons to other Transport Networks e.g., TfL who also publish statistics on the number of incidents per million journeys (albeit TfL only report Crime and not ASB).

contributing factors to be noted. The Partnership has continued to actively encourage reporting of issues through publicity of GMP LiveChat and 'Rate my Journey', this alongside the introduction of TSEOs onto the franchised bus network at the end of September accounts for the noticeable uplift in reporting across the last three months of 2023 (as seen in **Figure 2**).

Figure 2: Reported Incidents of Crime and ASB on the Bus Network 2023



2.5. Main trends/themes of note on the bus network:

- October, the usual seasonal issues associated with darker nights, school half-term and the lead up to Halloween and bonfire night¹⁰ continued, with October 2023 seeing the highest monthly total of reported incidents.
- An increase in incidents reported at bus stations and interchanges. During 2023 this was 44% higher than during 2022.
- Incidents at bus stations categorised as ASB increased by 47% during 2023.
- Issues associated with homelessness have increased with reported incidents at bus stations and interchanges increasing by 108% during 2023.

¹⁰ This is not unique to public transport and is noted to generally contribute to increased ASB across localities and within communities at this time of year.

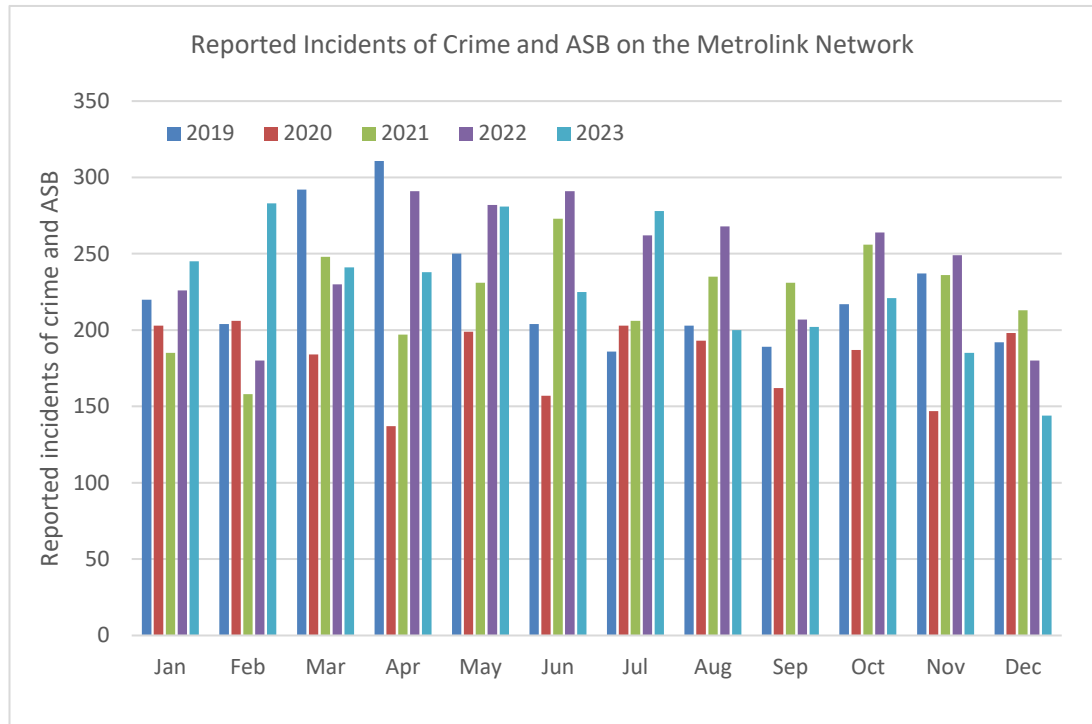
- Incidents categorised as youth-related account for 45% of all reported incidents on bus stations and interchanges (a consistent trend over the last three years).
- Criminal damage, involving objects being thrown at bus services has been a significant issue impacting the bus network over the last few years. TSP has undertaken significant work to prevent and deter this type of behaviours, with a 23% decrease in these types of incidents.
- The number of assaults reported increased by 48%. Incidents involving some kind of weapons increased by 25%¹¹.

Metrolink Network 2023 Summary

- 2.6. There has been an overall decrease in the number of reported incidents on the Metrolink network in 2023, with 6% less reports than in 2022. The main drivers for this are reduction in youth related ASB, reduction in incidents generally on the Oldham and Rochdale Line and increased patronage.
- 2.7. Eight of the 12 months saw a decrease in incident report with the last five months of 2023 seeing a month-on-month decrease in reported incidents (compared to the same period in 2022).

¹¹ from 40 reported in 2022 to 50 during 2023.

Figure 3: Reported Incidents of Crime and ASB on the Metrolink Network



2.8. Main trends/themes of note on the Metrolink Network:

- There has been an 11% decrease in incidents reported to be youth or young people related, a 28% decrease in incidents involving weapons and a 25% decrease in incidents involving damage to property.
- Although reported assaults have increased by 17%, this still represents a very small number of incidents averaging approximately 1 per 143,000 journeys. One reason for this increase will be the additional staff employed by Metrolink which is almost 1/3 more now than the previous year.
- There is a similar trend with incidents categorised as robbery/theft which increased by 22%. Again, this still represents a very small number of incidents (averaging approximately 1 in every 250,000 journeys). This uplift is also driven by a small number of incidents in January and February 2023 which resulted in 1 group of five arrested in January and 3 individuals arrested in February.
- The City Centre Zone had the highest number of reported incidents during 2023 with the overall number of incidents increasing by 32%. In part this is related to an increase in incidents categorised as harassment and intimidation (84% of which were against staff) alongside increased staffing levels in the city centre and encouraging staff to report.

- Incidents linked to homelessness saw a steep rise with a 337% increase, with Piccadilly Station Metrolink Stop a hotspot. GMP have launched VULCAN (Network) to work with TravelSafe on issues like this. Further detail on VULCAN (Network) is outlined from section 3.9 onwards.
- The Oldham and Rochdale line has seen a 19% decrease in reported incidents with ASB down 31%, weapon related incidents down 36% and damage to property down 27%. There has been a lot of targeted partnership activity across the year to improve safety and perceptions on safety on this line which has been further amplified through more hard-hitting campaign activity and Metrolink increases in staff.
- Tram surfing has also seen a noticeable decrease with reported incidents down from 35 to four.

GM Bike Hire Scheme

- 2.9. Beryl operates the Greater Manchester's Bee Network Cycle Hire in partnership with TfGM. In 2023, in response to an uptick in bikes being damaged and stolen, Beryl formally joined the TravelSafe Partnership.
- 2.10. The seasonality of issues faced by Beryl correlates to the wider TSP trends, whereby an increase in issues is normally seen during the school summer holidays and October/darker nights.
- 2.11. Since joining the TSP, a regular programme of policing activity has commenced alongside inclusion in wider Partnership operations such as AVRO and VULCAN. During 2023, 20 joint operations took place resulting in:
- 131 bikes recovered.
 - Three arrests related to the misuse of bikes.
 - 114 Beryl bike related reports to GMP.
 - Six instances where Beryl assisted GMP by providing information related to someone using a GM hire bike or criminal activity.

3. Summary of Activity and Achievements

3.1. The TravelSafe Partnership has continued to work collaboratively against the Partnership’s shared [strategic aims](#)¹² on a range of joint initiatives, the results of which are summarized in the infographic at Figure 4.

Figure 4: TravelSafe Partnership 2023 Results Summary



3.2. The ‘Partnership Operation’ programme remains prominent and provides regular joint activity across GM. This continues to gain momentum and deliver results¹³.

3.3. The GMP Transport Unit (TU) remains committed to jointly leading the GM TravelSafe Partnership, the primary focus being to increase public confidence and encourage greater use of the Bee Network.

¹² Improve passenger perceptions of safety, address and deter instances of crime and anti-social behaviour and encourage ethical travel behaviours (which includes fare evasion and combating gender-based abuse).

¹³ A minimum of one operation is scheduled per week, at key hotspot locations across GM, and utilizes a variety of tactics to address site specific issues.

3.4. The TU utilizes a range of different tactics:

- Overt and covert (plain clothes) patrols taking place across the network helping to identify and deal with offenders.
- Tasking of a variety of specialist resources to partnership operations, depending on the prevalent issues at any particular site; this includes the use of a knife arch, GMP dogs alongside the drone.
- Use of Operation Servator tactics, which seek to disrupt criminal activity, whilst providing a reassuring presence for the public.
- Regularly deploying with and working side-by-side with transport staff to support them to undertake their role safely.

3.5. The TU continues to evolve and adapt to the challenges impacting the Bee Network, working closely with all partners to fully understand the issues experienced. In 2023, the Transport Unit have explored new ways of working with Beryl, using technology to track and recover stolen Bee bikes which in turn has helped with the wider recovery plan.

3.6. In 2023 the TU made (just under) 1,200 arrests for a variety of offences compared to (just under) 850 in 2022.

Operation AVRO¹⁴

3.7. Following the successful launch of the transport network as the conceptual 11th District of Greater Manchester, Op AVRO (Transport), now forms part of the TSP 'business as usual' calendar of activity.

3.8. In 2023, AVRO operations took place on 6/7 July across all GM transport hubs, with a smaller regional centre focused AVRO on 14 December, both of which were well supported and delivered great results (Figures 5 and Figure 6). Dates have been set for 2024 with planning already underway.

¹⁴ Operation AVRO is a Greater Manchester Police (GMP) force wide initiative which runs monthly across the ten districts of Greater Manchester (GM) to tackle criminal activity. AVRO involves neighbourhood policing teams supported by the GMP Specialist Operations Branch conducting a day of intense activity.

Figure 5:

AVRO 6-7 July Outcome Summary

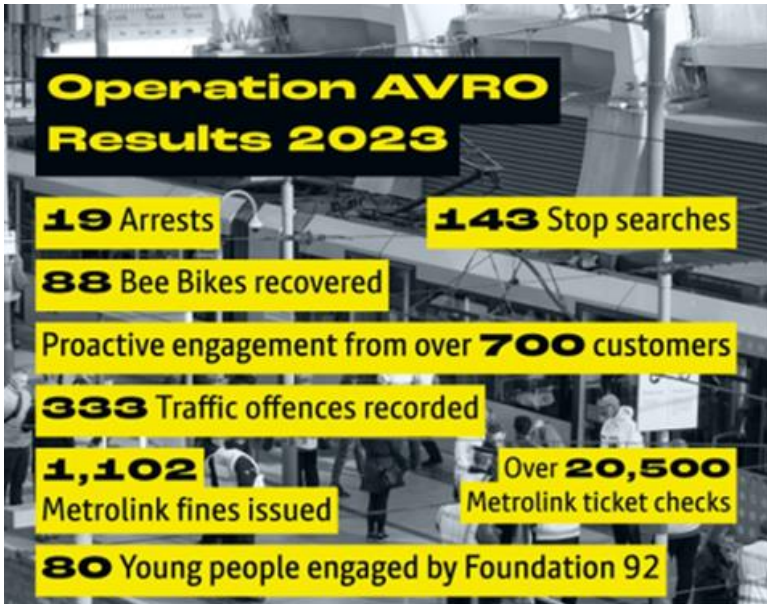


Figure 6:

AVRO 14 December Outcome Summary



Operation VULCAN

- 3.9. Operation VULCAN was launched in Autumn 2022 to address the issue of counterfeit goods and associated criminality in Cheetham Hill. Following significant success, the VULCAN model and tactics are being applied to address issues of crime and ASB in Piccadilly Gardens. To complement this a third operation is to be launched, VULCAN Network.
- 3.10. VULCAN Network will see the approach applied, in collaboration with the TSP, to some long-standing and complex issues impacting parts of the transport network. Using the TSP governance to leverage support from partners, VULCAN will bring additional resources to address issues, including homelessness, retail crime and immigration, around Piccadilly Station in the first instance.
- 3.11. Whilst VULCAN Network aligns against the TSP strategic aims, the project has set some bespoke project specific objectives:
- To address homelessness on the Network and station environment.
 - Actively deter criminals from using public transport in Manchester Regional Centre to commit crimes.

- To tackle the illegal drugs trade and reduce drug related crimes on public transport in Manchester City Centre.
- To prevent criminal damage and take enforcement action against those inflicting it on public transport and public transport infrastructure in Manchester City Centre.
- To protect victims of crime and actively deter criminals from committing violent offences on transport in Manchester City Centre or using these networks to facilitate offences.
- Reduce the risk of businesses surrounding the public transport infrastructure, particularly Metrolink stops and railways stations in Manchester City Centre and commuters falling victim to robbery and theft.

Engagement and Education

3.12. Educational and community outreach remains a priority activity of the TSP, during 2023:

- The TSP educational outreach programme delivered inputs to 429 schools and colleges, engaging with 32,518 young people¹⁵.
- Community outreach has increasingly formed a key part of TravelSafe customer reassurance activity with over 5,500 people attending various events.

3.13. In 2023, 42% of all reported incidents on Metrolink and bus were categorised as youth or young person related, a slight increase from 41% in 2022¹⁶. Further analysis of reported incidents categorised as ASB, shows that 57% refer to youth or young people (compared to 53% in 2022).

3.14. There is continued emphasis on developing methods to deter crime and ASB and support longer-term problem-solving activity. The TSP continues to explore novel approaches, underpinned by the Partnership's ability to deploy appropriate and proportionate resources to help target issues associated with youth ASB.

¹⁵ during the 2022/23 academic year

¹⁶ This figure only includes incidents which specifically refer to youth or young people in the description, therefore, the actual number of incidents involving young people is likely to be higher.

3.15. Collaboration with Foundation 92 (F92)¹⁷ has continued and evolved with a range of new interventions and tactics piloted across the year:

- Refurbishment of a single deck bus (donated by Stagecoach) into a mobile youth hub and deployed on the network from August 2023.
- Establishment of a temporary static youth hub, during the school summer holidays, at Ashton Interchange to combat reports of ASB at the site.
- Deployment of F92 youth workers at 18 different sites, engaging with over 4,000 young people.
- Extension of youth provision, with the launch of an F92-BTP-Train Operating Company partnership to provide a similar outreach offer on the rail network.

¹⁷ Foundation 92 is an independent registered charity that focusses on supporting communities to improve their lives through sport and education.

F92 STATIC YOUTH PROVISION: ASHTON PILOT

17 Aug - 01 Sept



Issue:

- Anticipated increase in youth related ASB at Ashton Interchange over the school summer holiday period.

Proposal:

- A place-based pilot of a static youth provision within the Interchange.
- Four sessional F92 youth workers to facilitate diversionary activity for young people.

Funding:

- Funding was sourced through the GMP Proceeds of Crime (ARIS) fund and funded the staff provision and equipment.

Outcomes:

- Predominantly positive feedback with operational staff highlighting a decrease in ASB at the Interchange.
- Some learning points identified such as proximity to staff accommodation to be considered moving forward.

Women and Girls Safety

3.16. During 2023, TravelSafe has supported several GM initiatives to promote women and girls' safety and to demonstrate the Partnership's commitment to making the transport network a hostile environment for anyone wishing to perpetrate that behaviour:

- Presentation at the annual event of the Rochdale Women's Labour Group on women and girls' safety, talking about TSP initiatives and work in this area.
- Subsequent invitation to speak at a vigil in Rochdale for women who had lost their lives across the year through domestic homicide.
- Recording an episode of the #IsThisOK Podcast - 'Let's talk about: gender-based violence on public transport.'
- Support to International Women's Day.

3.17. In October 2022 TfGM became a White Ribbon¹⁸ (WR) accredited organisation. Part of the accreditation process involves developing a 3-year action plan. To help inform this, a series of focus groups were held to understand the hierarchy of needs of our customers. As a result of this process, the following commitments have been made:

- Improving customer communications around safety and reporting mechanisms. This included designing a transport specific campaign calling out types of gender-based violence and sexual harassment behaviours under the #IsThisOk? Banner.
- Working with GM partners to ensure a joined-up approach to tackling gender-based violence in GM's transport network. This has involved:
 - Working with Freedom Personal Safety to deliver Active Bystander training to Bus Station staff¹⁹.
 - Pledging TfGM's commitment to the [Manchester City Council Women's Night-time Safety Charter](#).
 - Embedding awareness of WR in our work with young people, community, schools, and colleges.

¹⁸ [White Ribbon UK](#) is UK's leading charity engaging men and boys to end violence against women and girls.

¹⁹ Active Bystander training was delivered to over 70 TfGM colleagues in September 2023

- TfGM's internal policies and procedures have also been reviewed and updated including the development of a new corporate Safeguarding Policy and comprehensive training for a cohort of 'Designated Safeguarding Officers.'

Home Office Safer Streets Fund

3.18. Delivery of the Home Office Safer Streets (Round 4) project, jointly led by the TSP and British Transport Police (BTP) which focused on missile throwing and youth ASB in Bolton and Salford, concluded in 2023. Delivery included:

- Procurement of two BTP drones to increase coverage in remote areas of the network (virtual 'eyes in the sky') and support the deterrent of crime and ASB.
- Enhanced 'Trusted People' provision in Bolton town centre, including taxi marshals and Public Space Protection Order enforcement linked to Council Safe Space provision.
- Procurement of 30 Virtual Reality (VR) headsets and development of an immersive 3D film 'A Victimless Crime'²⁰. The film is being rolled out as part of the TSP Educational Programme, to drive home the potential consequences of this type of behaviour and has been well received to date.
- Refurbishment of a donated single deck bus into a mobile youth hub this is now used weekly by F92 to increase youth outreach activity and support delivery of the VR package.



3.19. The TSP made a successful application, through the GMCA, for funding through Safer Streets (Round 5). Funding provision is under review by the Home Office, but potential projects include:



- Procurement of a drone for the TfGM Operational Control Centre to increase CCTV coverage of the Bee network, tracking of Bee bikes and support wider deterrent of crime and ASB.

²⁰ The film tells the story of a teenager pressured by a friend to throw a brick at a passing bus, and the subsequent consequences.


- Development of ‘trusted people’ provision²¹ in the regional centre to support the night-time economy and women and girls’ feelings of safety.
- Establishment of a TSP youth mentoring and restorative justice programme.

Communications and Marketing

3.20. TravelSafe communications and marketing activity has focused on youth ASB and unacceptable behaviours on the transport network, particularly gender-based violence against women and girls, throughout the year with three campaigns:

<p>Better than That (20 Feb-02 April) Youth ASB campaign urging potential perpetrators to think before behaving in a way that may be intimidating or threatening. Shortlisted in the Transport Times Awards.</p>	 <p>The poster features the text 'better than that.' in a stylized font where 'better' and 'than' are in white and 'that.' is in red. In the bottom left corner is a red diamond-shaped logo with 'F92' inside. In the bottom right corner is the 'TRAVELSAFE PARTNERSHIP' logo.</p>
<p>Don't Get Ghosted (31 July-10 Sept) Summer youth ASB campaign raising awareness of the most common forms of youth-related ASB highlighting the consequences. This was the highest performing influencer collaboration with Tom Aspinall, UFC fighter at over 168k video views.</p>	 <p>The poster has a dark background with a smoky or misty effect. At the top, it says 'DON'T GET GHOSTED ON PUBLIC TRANSPORT'. Below this are three white icons: a person sitting on a chair, a person being pushed or pulled, and a person with a shopping bag. At the bottom, a black box contains the text 'Don't risk a ban for antisocial behaviour.' and the 'TRAVELSAFE' logo is at the very bottom.</p>

²¹ Extending provision of trained TravelSafe Support and Enforcement Officers (TSEO).

<p>#IsThisOK? (16 Nov-31 Dec)</p> <p>Focussing on unwanted sexual harassment, highlighting common behaviours, and reassuring victims how to report, and become active bystanders. This campaign reached over 2.9m impressions for paid social and digital audio, beating the benchmark of 1.3m.</p>	
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4. TravelSafe Support and Enforcement Officers (TSEOs)

- 4.1. As part of the launch of Tranche 1 of the Bee Network and as one of the six [Customer Commitments](#) 'Safe – we will create a safe and secure network', a cohort of 30 TravelSafe Support and Enforcement Officers (TSEOs) have been recruited onto the Bee Network. Their duties are 3-fold and deliberately designed to be complimentary, whilst maintaining a strong focus on 'support' to customers:
- Provide customer service.
 - Provide enhanced safety and security for passengers and staff through reassurance, vigilance, and where necessary enforcement.
 - Undertake Revenue Inspection, this involves ticket and pass validation.
- 4.2. Since September, high visibility reassurance patrols have been conducted at Bolton Interchange, Wigan Bus Station, Leigh Bus Station, along Leigh Guided Busway and at Bury and Middleton.
- 4.3. Officers have been able to add value in a range of ways including:
- Safeguarding vulnerable customers.
 - Assisting GMP with locating wanted individuals and arrests.
 - Conducting joint operations with GMP Transport Unit at ASB hotspots.
 - Conducting security patrols across Bee Network infrastructure and buses.
 - Removal of persistent offenders from transport hubs.
 - Providing body worn camera footage to assist the prosecution of offenders.
 - Supporting White Ribbon Day and other community engagement events.

**Figure 7: TravelSafe Support & Enforcement Officers – summary of activities
24 September – 31 December 2023**



Figure 8: TSEO Safeguarding Case Studies

TSEO SAFEGUARDING

BOLTON 16 JANUARY





SITUATION

Officers were approached by a passenger alleging that another passenger had been racially abusive toward them and their family throughout their bus journey leaving them and their young children distressed.



ACTION

TSEO's alerted GMP Transport Unit who were also on site as part of a planned operation. The customer identified the offender who was arrested on suspicion of racially aggravated public order.

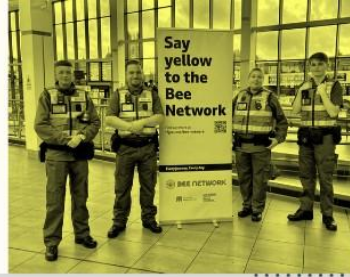


RESULT

TSEOs reassured the customer's children whilst they spoke with GMP and assisted the Police with a witness statement and body worn footage to assist the investigation.

TSEO SAFEGUARDING

WIGAN 13 JANUARY



SITUATION

TSEO's came across a male who was disoriented and unsteady on his feet at Wigan Bus Station late at night.



ACTION

TSEOs were concerned for his welfare, as this would be a 2-hour return journey and the customer had no pass or money to travel.



RESULT

TSEOs used their initiative to walk with the customer to Wigan Wallgate station (shorter journey). Officers provided a ticket for the male to travel home and asked staff on the train to ensure the customer got off safely at their destination.

5. Metrolink Revenue Protection

- 5.1. In addition to the introduction of TSEOs on the franchised bus network, the TravelSafe Partnership has been instrumental in supporting revenue protection activities on Metrolink.
- 5.2. A new fare evasion plan was presented to the Bee Network Committee last September. In broad terms it included changes to deployment strategies, investment in staff, closer partnership between TfGM and the Metrolink Operator, KAM, investment in new inspection devices and an increase in the penalty fare charged for fare evasion.

- 5.3. The plan was fully implemented in October and has already shown very positive results:
- There are 50 additional, visible front line staff members, bringing the total to circa 170 across the Metrolink network.
 - Inspections have already increased from 4 million to 5 million tickets inspected every year.
 - Metrolink is likely to fine 100,000 fare evaders per year by March 2024, and take a further 5,000 fare evaders to court over unpaid fines.
 - The new inspection devices are enabling revenue protection teams to identify persistent fare evaders.
 - Fare evasion has reduced from just over 16% in July 2023 to 10.6% in January 2024.
 - As a result of fare evasion initiatives, Metrolink is on target to generate an additional circa £2m net revenue per year. This additional revenue was a key component of the Financial Sustainability Plan for 2023/24.
- 5.4. The increased staff presence has been very warmly received by Metrolink passengers and has supported strong patronage growth, to pre-Covid levels.
- 5.5. TfGM is currently working with the Operator to look at what enhancements can be made to current plans so that fare compliance can continue to improve. Further detail will be provided to the Committee in due course.

6. Forward Look

- 6.1. Building on the progress in tackling crime, ASB and fare evasion in 2023, further improvements and activity is planned for the year ahead including:
- **TravelSafe Strategy:** The TSP works collectively towards 3 strategic aims which are set out in the partnership's [3-year strategy](#), the current iteration covers the period 2022-2024 (inclusive). This will be reviewed, refreshed and updated with all partners, then published before the end of 2024.
 - **Customer Perceptions:** Establishing a baseline metric to help measure customer perceptions of safety and personal security across the Bee Network, with a view to improving perceptions.
 - **Youth Restorative Justice Pilot:** A victim-led Restorative Justice Programme pilot is currently being developed. The aim is to reduce the likelihood of youth reoffending on the transport network by holding offenders

accountable for their behaviour. Partners will work with existing resources to plan a Restorative Justice Programme for eligible youths identified by GMP. The pilot will initially run in two Greater Manchester districts to allow us to build relationships with district Out of Court Disposal Officers and Youth Justice teams and will determine the feasibility of continuing the programme in other districts with involvement from other TravelSafe partners.

- **TSEO Uplift:** TSEO provision will be uplifted to support Tranche 2 of the Bee Network. Recruitment has already commenced for 30 more officers to join the team.
- **TSEO Powers -** TSEOs are due to be conferred powers from GMP under the [Community Safety Accreditation Scheme](#) (CSAS). This will be the first time GMP has deferred such powers, and it is intended to help reduce demand on GMP in dealing with lower-level ASB behaviours and show customers that persistent ASB will not be tolerated and will be addressed. TSEOs will be vetted by GMP to ensure professional standards in enforcing against the following powers to tackle anti-social behaviours on the Bee Network:
 - Power to issue a Fixed Penalty Notice (FPN) for disorder.
 - Power to issue a FPN for smoking, vaping and littering.
 - Power to require giving of name and address.
 - Power to deal with begging.
 - Power to require persons drinking in designated place to surrender alcohol.
 - Power to require persons under the age of 18 to surrender alcohol.
 - Power to photograph persons away from a police station when issued with a FPN.



Bee Network Committee

Date: Thursday 22 February 2024

Subject: Transport Capital Programme Report

Report of: Chris Barnes, Infrastructure Pipeline Programme Director, TfGM

Purpose of Report

This report asks members to note the current position on the Greater Manchester Transport Capital Programme and consider a number of recommendations in order to support the continued development and delivery of the programme.

Recommendations:

The Committee are requested to:

1. Note the current position in relation to CRSTS1 and CRSTS2;
2. Note the drawdown £393.5k CRSTS funding for the Manchester: Ancoats Streets for All scheme, as approved by Chief Executive TfGM and GMCA under delegated authority; and
3. Approve the drawdown of CRSTS funding as follows:
 - City Centre Bus and Streets for All Connectivity Programme: £3.66m;
 - Bus Pinch Points and Maintenance Programme: £6.9m;
 - Integrated Measures (Ticketing): £1.35m;
 - Metrolink Renewals: £21.4m; and
 - Next phase of zero emission bus (ZEB) investment: £20.8m.

Contact Officers

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Equalities Impact, Carbon and Sustainability Assessment:

Recommendation - Key points for decision-makers

The GMCA is requested to approve the funding draw down requests.

Impacts Questionnaire

Impact Indicator	Result	Justification/Mitigation
Equality and Inclusion	G	
Health	G	
Resilience and Adaptation	G	
Housing		
Economy	G	
Mobility and Connectivity	G	
Carbon, Nature and Environment	G	
Consumption and Production		
Contribution to achieving the GM Carbon Neutral 2038 target		Schemes are being developed to promote greater use of public transport and sustainable travel modes, and to incorporate other carbon reduction measures where possible (for example, Bury Interchange).
Further Assessment(s):	Equalities Impact Assessment and Carbon Assessment	
G Positive impacts overall, whether long or short term.	A Mix of positive and negative impacts. Trade-offs to consider.	R Mostly negative, with at least one positive aspect. Trade-offs to consider.
	RR Negative impacts overall.	

Carbon Assessment

Buildings	Result	Justification/Mitigation
New Build residential	N/A	
Residential building(s) renovation/maintenance	N/A	
New build non-residential (including public) buildings	N/A	
Transport		
Active travel and public transport		
Roads, Parking and Vehicle Access		
Access to amenities		
Vehicle procurement	N/A	
Land Use		
Land use	#####	
No associated carbon impacts expected.	High standard in terms of practice and awareness on carbon.	Mostly best practice with a good level of awareness on carbon.
		Partially meets best practice/ awareness, significant room to improve.
		Not best practice and/ or insufficient awareness of carbon impacts.

Risk Management

The recommendations of this report will directly support Bee Network scheme delivery and enable prioritised infrastructure expenditure. This will directly assist in mitigating the programme risk of not fully expending the available budget. A programme risk register is maintained and updated regularly by TfGM.

Legal Considerations

Legal Delivery Agreements and legal side-letters will be produced and implemented for full scheme and development costs approvals as appropriate.

Financial Consequences – Revenue

No specific financial (revenue) consequences.

Financial Consequences – Capital

Referenced throughout the report.

Number of attachments to the report: 0

Comments/recommendations from Overview & Scrutiny Committee

N/A

Background Papers

- 24 June 2022 – City Region Sustainable Transport Settlement – Final Scheme list
- 30 September 2022 – GMCA CRSTS Governance and Assurance
- 28 October 2022 – GMCA 2022/23 Capital Update – Quarter 2
- 10 February 2023 – GMCA Capital Programme 2022/23 – 2025/26
- 26 May 2023 – GMCA Transport Capital Programme (re-baselined Scheme List)
- 30 June 2023 – GMCA CRSTS Assurance (Outline and Full Business Case stages)
- 26 October 2023 – BNC CRSTS Assurance Updates (Outline and Full Business Case stages)

Tracking/ Process

Does this report relate to a major strategic decision, as set out in the GMCA Constitution?

Yes

Exemption from call in

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency? No

1. Background

- 1.1. The transport infrastructure pipeline is a key enabler to achieving the Bee Network – Greater Manchester’s vision for an integrated ‘London-style’ transport system.
- 1.2. Following the announcement of the Government’s Network North plan on 4 October 2023, engagement with DfT officials regarding the indicative c£2.5bn allocation for Greater Manchester for the period April 2027 to March 2032 that formed part of this announcement is ongoing. When added to GM’s £1.07bn settlement for CRSTS1, which covers the five-year period up to March 2027, this indicative allocation contributes to an overall pipeline to the end of the financial year 2031/32 of c£3.5bn.
- 1.3. Greater Manchester’s formal CRSTS1 re-baselining response was submitted to Government in November 2023, following submission of a draft, as previously reported. The response aligns with the principles and associated Scheme List included in the May 2023 GMCA Transport Capital Programme report. A decision from Government in relation to this response is expected in the near future.
- 1.4. The development of GM’s proposals for CRSTS2 will be informed by the Local Transport Plan (LTP) process, which was reported to the October meeting of BNC. Regular updates on progress will be brought to this Committee.
- 1.5. Work to develop and deliver the schemes within the Transport Capital Programme continues. To date, 48 out of 60 CRSTS Strategic Outline Business Cases (SOBCs) have been approved and c£333m of the £1.07bn CRSTS1 funding has been released prior to this report. A further 7 SOBC submissions are expected in February and March.

2. CRSTS Funding Draw Downs

Delegated Draw Downs

- 2.1. In October 2023, a number of amendments to the CRSTS assurance process were approved by BNC, including that approval of funding requests below £500,000 be delegated to the Chief Executive TfGM and GMCA. Drawdowns approved under this delegation will continue to be reported to the Committee quarterly.
- 2.2. The Ancoats Streets for All scheme is being delivered to complement the operation of the Ancoats Mobility Hub: a key part of the growth ambition for the Ancoats area to enable an additional 1,500 new homes to be built in the area by 2030. The proposed measures aim to promote a safer and more pleasant neighbourhood and

support a sustainable modal shift in the Ancoats area and for the planned Ancoats Mobility Hub, resulting in a more active, attractive and well-connected Ancoats neighbourhood area.

2.3. Approval of £393.5k capital funding has been granted by the Chief Executive TfGM and GMCA to develop the scheme to Full Business Case. The current cost estimate to deliver the scheme is £1.75m. The scheme offers medium value for money in addition to health and environmental benefits. The scheme is expected to be delivered by Spring 2025.

Draw Downs for Approval

2.4. Following a review of the scheme business case undertaken by an independent TfGM officer review panel, the schemes outlined below have been deemed to have demonstrated the appropriate strategic case, value for money and deliverability.

2.5. The Committee is requested to approve the drawdown of £54.01m CRSTS funding as follows:

Scheme	CRSTS funding allocation (£m)	Funding draw-down request (£m)	Previously approved funding draw-down (£m)
City Centre Bus and Streets for All Connectivity Programme	74.0	3.66	3.30
Bus Pinch Points and Maintenance Programme	30.2	6.90	8.40
Integrated Measures (Ticketing)	27.0	1.35	7.00
Metrolink Renewals Programme	21.4	21.4	-
Zero Emission Bus	115.0	20.8	63.80
Total		54.11	

2.6. Further detail about each of the schemes and the associated funding drawdown requests is included at Appendix 1.

Appendix 1

City Centre Bus and Streets for All Connectivity Programme

- 1.1 The City Centre Bus and Streets for All Connectivity programme forms a key priority of the Bus Infrastructure Programme funded through the CRSTS and will actively contribute to the delivery of GM's overall ambition for Bus as set out in Greater Manchester's Bus Service Improvement Plan and GM Bus Strategy.
- 1.2 Working closely with GM Local Authority partners, this programme will deliver bus, active travel and streets for all improvements on key City Centre radial corridors in the next three years through CRSTS1. It is part of a long-term programme for all key radial corridors, up to 2040. A Programme Strategic Outline Business Case for this CRSTS investment area was approved in July 2023.
- 1.3 The programme seeks to tackle key barriers to increasing public transport and active travel journeys to and from the City Centre, including poor journey speed and reliability by bus, poor bus stop facilities, and poor perception of safety of active travel journeys. Measures will include whole-route upgrades to key bus corridors, with an emphasis on quality, reliability, supporting more bus and active travel trips and the integration of bus within the City Centre and rapid transit stops in-line with our ambitions for an integrated Bee Network.
- 1.4 The work to date has been funded using the previously approved drawdown of £3.281m from CRSTS which has been used to begin early development work across the programme. A further funding drawdown of £3.66m is now required to facilitate an acceleration of modelling and engagement activities across the programme, working in partnership with our delivery partners Manchester City Council and Stockport Council.
- 1.5 The Committee is therefore requested to approve the drawdown of an additional £3.66m CRSTS funding to progress and accelerate these projects, noting that a further update will be brought to BNC in due course.

Bus Pinch Points and Maintenance Programme

- 1.6 The Bus Pinch Points and Maintenance (BPPM) programme comprises a set of rolling minor interventions which seek to address operational issues on the GM bus network. By targeting those areas of the bus network where investment is not already allocated through wider bus or streets for all improvement programmes, and by maintaining the existing assets that support bus journeys, the BPPM programme aims to enhance bus speed, journey time reliability and accessibility through relatively low cost, localised interventions in a way that complements the strategic corridor improvements.
- 1.7 The BPPM programme comprises four separate sub-programmes which focus on delivery according to specific types of interventions, as described in more detail below. The sub-programmes are key infrastructure enablers for operating an accessible, efficient, effective and attractive bus network.
- **Bus Pinch Points:** This sub-programme seeks to be a key enabler for wider bus infrastructure by targeting areas of bus delay or poor reliability on strategic bus routes that will not be addressed by other corridor improvements and will contribute to GM's overall Bus Service Improvement Plan (BSIP) targets for bus journey speed, journey reliability and customer satisfaction.
 - **Bus Stop Enhancements:** This sub-programme seeks to address bus stop related accessibility and customer satisfaction challenges at bus stops across the GM bus network by providing new shelters, raised kerbs for level boarding and alighting, support to the digital real-time journey information, and integration with localised areas focussing on pedestrian access in the immediate vicinity of the bus stops.
 - **Bus Priority Signing & Lining:** This sub-programme seeks to ensure that existing bus priority and traffic management infrastructure is in a well-maintained and good condition in order to facilitate and support effective bus service and network performance.

- **Intelligent Traffic Solutions (ITS) Enhancements:** This sub-programme will bring together traffic management tools and data into a single platform to maximise the benefits of multi-modal transport data and traffic management systems to support bus travel through signal optimisation, monitoring and amending signals to support active travel, providing better information for bus and wider public transport customers, and enabling data-driven changes to the network to support effective and efficient bus travel.

- 1.8 The identification of individual interventions and schemes is undertaken in conjunction with the GM Local Authorities as part of an annual rolling process of development and delivery of schemes across the four sub-programmes. Delivery is managed through a combination of Local Authority and TfGM resources, including the use of Local Authority and TfGM procurement frameworks, and through TfGM teams such as Urban Traffic Control (UTC).
- 1.9 Following approval of the Strategic Outline Business Case (SOBC) for the overall BPPM Programme by an independent officer review panel in November 2022, the GMCA approved the drawdown of £8.424m of CRSTS funding to enable the development and delivery of an initial tranche of BPPM interventions across the four sub-programme areas. As interventions are progressed through development into delivery, mini business cases are produced and assured by TfGM in line with the approved Programme Case and to ensure value for money.
- 1.10 In headline terms, this initial tranche has supported the development and delivery of 57 interventions across the city region, of which 8 have been completed and 7 are currently on site. Interventions completed to date include the renewal of circa 10km of existing bus network infrastructure, the upgrade of 5 bus stops, installation of bus priority technology at 25 traffic signal junctions, the renewal of bus stop hardware at over 300 bus stops in Bus Franchise Area 1 and the delivery of the first two pinch point schemes. Further details of the individual interventions within this phase are provided in Appendix 2 to this report.

- 1.11 In order to maintain momentum of development and delivery activities across the four BPPM sub-programme areas, the Bee Network Committee is requested to approve the drawdown of a further £6.9m CRSTS funding, in line with the arrangements agreed at GMCA in January 2023. This will enable us to drive forward the second tranche of interventions through 2024/25 and 2025/26 across Greater Manchester.
- 1.12 Further to approval of the Strategic Outline Business Case (SOBC) for the overall BPPM Programme in January 2023 and the approvals granted to develop and deliver schemes within each annual tranche, mini-business cases for individual schemes and interventions will continue to be assured by TfGM against the Programme Case approved by BNC and to ensure ongoing value for money, and further updates and associated drawdown requests will be submitted to BNC on an annual rolling basis as the sub-programmes progress.

Integrated Ticketing and Customer Information Measures (Ticketing)

- 1.13 The CRSTS Scheme List approved by GMCA in July 2022 includes a funding allocation of £27m for the development and delivery of an Integrated Ticketing and Information Measures programme, a key component of the Bus Franchising proposals that underpin GM's Bee Network ambitions.
- 1.14 This programme will deliver a suite of ticketing and customer information solutions, including integrated contactless ticketing, customer contact improvements and the provision of more real-time information at interchanges and bus stops, making it easier for people to use public transport and plan their journeys. The proposals also support Greater Manchester's roll out of bus franchising and the delivery of the Bee Network.
- 1.15 TfGM is managing and delivering the programme and has developed the programme to SOBC.
- 1.16 To date, £7.38m CRSTS funding has been released to enable the ongoing development and delivery of the Integrated Ticketing and Customer Information programme, which includes Mobile, Online and PAYGO Contactless Ticketing; and the provision of passenger information displays at key network locations.
- 1.17 The Committee is now requested to approve the drawdown of a further £1.35m (included within approved budgets) to enable further enhancements to the Mobile App and Real Time Information.

1.18 The full business case for the scheme will be progressed over the coming months, in parallel with the continued delivery of the Ticketing programme, which includes Bus and Tram 'Pay As You Go' (PAYG) fares capping on Contactless, Mobile App, Online Portals, Revenue Protection, In Person Retail and Insight & Analytics. It is intended that that a request for the drawdown of the remaining CRSTS funding will be brought to this Committee during summer 2024.

Metrolink Renewals Programme

- 1.19 The Metrolink Renewals and Enhancements Programme (MREP) delivers an ongoing programme of prioritised renewals to allow the continued safe and reliable operation of the Metrolink network.
- 1.20 Significant work is undertaken between TfGM and the Metrolink Operator, Keolis Amey (KAM), to understand the condition of the Metrolink network and thereby inform renewal timescales and associated future investment requirements. MREP is delivered via several existing and identified funding streams inclusive of CRSTS.
- 1.21 The continuing priority for MREP is safety and ensuring the Metrolink network can continue to operate. Reliability, capacity and speed are significant factors affecting patronage and the Metrolink renewals prioritisation reflects this to ensure the ongoing realisation of the benefits as defined within the original Metrolink extension Business Cases. Failure to achieve delivery of the prioritised Metrolink renewals will adversely impact the customer experience.
- 1.22 An allocation of £21.4m was included within the CRSTS programme to enable the continued delivery of MREP projects across the Metrolink network within various asset disciplines, including but not limited to, the following:
- Track Renewals;
 - Signalling & Telecoms;
 - Overhead Line Equipment (OLE);
 - Traction Power;
 - Safety & Security; and
 - Depots.
- 1.23 Several of the prioritised renewals will require disruptive access to parts of the Metrolink network, which may result in full or partial closure of lines, early

shutdowns or late starts to service. TfGM and the Metrolink Operator, KAM, plan these works to avoid busy periods, special events and football games.

- 1.24 The works will be planned to minimise customer disruption and maximise the opportunity to deliver renewal and non-renewal works in partnership with KAM and respective Local Authorities.
- 1.25 When disruptive access to the Metrolink network is required to deliver the prioritised renewals, customers will be advised in advance via various communication channels (social media, website, posters etc), including any proposed bus replacement services provided during the works to minimise the impact to the customer.
- 1.26 BNC is requested to approve the drawdown of £21.4m CRSTS funding to enable the efficient and continued delivery of prioritised renewals across the Metrolink network.

Zero Emission Bus

- 1.27 The Committee is requested to approve, in line with the current plan for the deployment of ZEBs, the drawdown of £20.8m of CRSTS ZEB funding to enable the procurement, by Tranche 1 and Tranche 2 franchise operators, of the next 94 Zero Emission Buses.
- 1.28 The £20.8m will fund the incremental cost difference between a new zero emission bus and a new Euro VI diesel vehicle. The 94 ZEBs will replace diesel buses currently deployed in Tranches 1 & 2, in accordance with the mechanisms and commitments set out in the Franchise contracts.

Appendix 2: Bus Pinch Points and Maintenance Programme Current Scheme Status –

Phase 1 Schemes

Local Authority	Scheme Title/Intervention	Current Stage
Bus Pinch Points		
Bolton	Thicketford Road, Bus Stop improvement	Detailed Design
Bolton	St George's Road, Bus Stop improvement	Detailed Design
Bolton	Tonge Moor Road, Junction Improvement	Works Completed
Bury	Bury Old Road, Traffic Regulation Order	Outline Design
Manchester	Cross Street Bus Gate, Bus Gate improvement	Outline Design
Manchester	Fairfield Steet, Bus Lane extension	Detailed Design
Manchester	Rusholme Transport Study, Development Study	In Development
Manchester	Stockport Road/Albert Road, Highway Realignment	Detailed Design
Manchester	Portland Street, Junction improvement	Outline Design
Manchester	Adair Street, Bus Priority	Detailed Design
Manchester	Aytoun Street, Bus Priority	Detailed Design
Oldham	Grampian Way, Bus Stop improvement	Detailed Design
Salford	Regent Street, Traffic Regulation Order	Outline Design
Salford	Worsley Brow Junction (Development only)	Detailed Design
Stockport	S6, Broadstone Road Heaton Chapel, Crossing improvement	Detailed Design
Stockport	S7, Compstall Road Romiley, Crossing improvement	Detailed Design
Stockport	S8, Compstall Road Marple Bridge, Crossing improvement	Consultation
Stockport	S1, Dialstone Lane, Junction improvement	Consultation
Stockport	S2, Bramhall Lane Crossing and Traffic Regulation Order	Detailed Design
Stockport	S3, Dale Street Edgeley, Traffic Regulation Order	Detailed Design
Stockport	S4, Siddington Avenue Shaw Heath, Traffic Regulation Order	Detailed Design
Stockport	S9, A6 - Laybys and Traffic Regulation Order Review	Consultation
Tameside	John Kennedy Road, Traffic Regulation Order	Works On Site
Trafford	Woodhouse Lane, Bus Stop Improvements	Outline Design
Trafford	Old Trafford Red Routes (Development)	Outline Design
Various	ATC installations package	Works due to commence Spring 2024
Various	CCTV installations package 1	Works On Site
Various	SCOOT upgrades (143 junctions), Franchise Area 1	Works On Site
Various	SCOOT upgrades (175 junctions), Franchise Area 2	Works On Site
Wigan	Robin Park Road/Scot Lane, SCOOT installation	Works Completed
Bus Stop Enhancements		
Bolton	Quick Win – St Helens Road, Bus Stop improvement	Works Completed
Salford	Quick Win – 3 x Bus Stop improvements	Works Completed
Wigan	Wigan Bus Stop improvements – Phase 1	Outline Design
Bolton	Bolton Bus Stop improvements – Phase 1	Outline Design
Salford	Salford Bus Stop improvements – Phase 1	Outline Design
Bury	Bury Bus Stop improvements – Phase 1	In Development

Oldham	Oldham Bus Stop improvements – Phase 1	In Development
Rochdale	Rochdale Bus Stop improvements – Phase 1	In Development
Stockport	Stockport Bus Stop improvements – Phase 1	In Development
Tameside	Tameside Bus Stop improvements – Phase 1	In Development
Trafford	Trafford Bus Stop improvements – Phase 1	In Development
Manchester	Manchester Bus Stop improvements – Phase 1	In Development
Bus Priority Signing and Lining		
Wigan	Wigan Bus Priority Signing and Lining – Phase 1	Works Completed
Salford	Bus Lane Cameras replacement	Works Completed
Various	Bus Stop Hardware renewals – Bus Franchise Area 1	Works Completed
Bolton	Bolton Bus Priority Signing and Lining – Phase 1	Works On Site
Salford	Salford Bus Priority Signing and Lining – Phase 1	Works On Site
Various	Bus Stop Hardware renewals – Bus Franchise Area 2	Works On Site
Stockport	Stockport Bus Priority Signing and Lining – Phase 1	In Development
Rochdale	Rochdale Bus Priority Signing and Lining – Phase 1	In Development
Trafford	Trafford Bus Priority Signing and Lining – Phase 1	In Development
Manchester	Manchester Bus Priority Signing and Lining – Phase 1	In Development
Oldham	Oldham Bus Priority Signing and Lining – Phase 1	In Development
Tameside	Tameside Bus Priority Signing and Lining – Phase 1	In Development
Bury	Bury Bus Priority Signing and Lining – Phase 1	In Development
ITS Enhancements		
TfGM UTC	Automatic Traffic Counters in Bus Franchise Area 1	Works Completed
TfGM UTC	ITS Platform software – Phase 1 (replacement of existing ITS Platform software)	Outline Design

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