

BEE NETWORK COMMITTEE

DATE: Thursday, 22nd February, 2024

TIME: 2.00 pm

VENUE: Boardroom, GMCA Offices, 56 Oxford Street, M1 6EU

AGENDA

- 1. Apologies**
- 2. Declarations of Interest** 1 - 4

To receive declarations of interest in any item for discussion at the meeting. A blank form for declaring interests has been circulated with the agenda; please ensure that this is returned to the Governance & Scrutiny Officer 48 hours in advance of the meeting.

- 3. Chair's announcements and Urgent Business**
- 4. Minutes of the meeting held on 25 January 2024** 5 - 18

To consider the approval of the minutes of the meeting held on 25 January 2024.

- 5. TravelSafe Update** 19 - 42

A report of Alex Cropper, Chief Network Officer, TfGM

- 6. Transport Capital Programme** 43 - 56

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

Please note that this meeting will be livestreamed via www.greatermanchester-ca.gov.uk, please speak to a Governance Officer before the meeting should you not wish to consent to being included in this recording.

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

7. Dates & Times of Future Meetings

21st March 2024 – 2pm

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

✉ ninoshka.martins@greatermanchester-ca.gov.uk

This agenda was issued on Wednesday, 14 February 2024 on behalf of Julie Connor,
Secretary to the
Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street,
Manchester M1 6EU

This page is intentionally left blank

Declaration of Councillors' Interests in Items Appearing on the Agenda

Name and Date of Committee.....>

Agenda Item Number	Type of Interest - PERSONAL AND NON PREJUDICIAL Reason for declaration of interest	NON PREJUDICIAL Reason for declaration of interest Type of Interest – PREJUDICIAL Reason for declaration of interest	Type of Interest – DISCLOSABLE PECUNIARY INTEREST Reason for declaration of interest

Page 1

Please see overleaf for a quick guide to declaring interests at GMCA meetings.

Quick Guide to Declaring Interests at GMCA Meetings

Please Note: should you have a personal interest that is prejudicial in an item on the agenda, you should leave the meeting for the duration of the discussion and the voting thereon.

This is a summary of the rules around declaring interests at meetings. It does not replace the Member's Code of Conduct, the full description can be found in the GMCA's constitution Part 7A.

Your personal interests must be registered on the GMCA's Annual Register within 28 days of your appointment onto a GMCA committee and any changes to these interests must notified within 28 days. Personal interests that should be on the register include:

1. Bodies to which you have been appointed by the GMCA
2. Your membership of bodies exercising functions of a public nature, including charities, societies, political parties or trade unions.

You are also legally bound to disclose the following information called Disclosable Personal Interests which includes:

1. You, and your partner's business interests (eg employment, trade, profession, contracts, or any company with which you are associated).
2. You and your partner's wider financial interests (eg trust funds, investments, and assets including land and property).
3. Any sponsorship you receive.

Failure to disclose this information is a criminal offence

Step One: Establish whether you have an interest in the business of the agenda

1. If the answer to that question is 'No' then that is the end of the matter.
2. If the answer is 'Yes' or Very Likely' then you must go on to consider if that personal interest can be construed as being a prejudicial interest.

Step Two: Determining if your interest is prejudicial

A personal interest becomes a prejudicial interest:

1. where the wellbeing, or financial position of you, your partner, members of your family, or people with whom you have a close association (people who are more than just an acquaintance) are likely to be affected by the business of the meeting more than it would affect most people in the area.
2. the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.

For a non-prejudicial interest, you must:

1. Notify the governance officer for the meeting as soon as you realise you have an interest.
2. Inform the meeting that you have a personal interest and the nature of the interest.
3. Fill in the declarations of interest form.

To note:

1. You may remain in the room and speak and vote on the matter

2. If your interest relates to a body to which the GMCA has appointed you to, you only have to inform the meeting of that interest if you speak on the matter.

For prejudicial interests, you must:

1. Notify the governance officer for the meeting as soon as you realise you have a prejudicial interest (before or during the meeting).
2. Inform the meeting that you have a prejudicial interest and the nature of the interest.
3. Fill in the declarations of interest form.
4. Leave the meeting while that item of business is discussed.
5. Make sure the interest is recorded on your annual register of interests form if it relates to you or your partner's business or financial affairs. If it is not on the Register update it within 28 days of the interest becoming apparent.

You must not:

Participate in any discussion of the business at the meeting, or if you become aware of your disclosable pecuniary interest during the meeting participate further in any discussion of the business,
participate in any vote or further vote taken on the matter at the meeting.

This page is intentionally left blank

Agenda Item 4

**MINUTES OF THE MEETING OF THE BEE NETWORK COMMITTEE
HELD THURSDAY, 25TH JANUARY, 2024 AT GMCA OFFICES, 56 OXFORD STREET,
M1 6EU**

PRESENT:

Eamonn O'Brien (in the Chair)	Bury
GM Mayor Andy Burnham	GMCA
Councillor Howard Sykes	Oldham
Councillor John Walsh	Bolton
Councillor Sean Fielding	Bolton
Councillor Alan Quinn	Bury
Councillor Phil Burke	Rochdale
Councillor Mike McCusker	Salford
Councillor Grace Baynham	Stockport
Councillor Aidan Williams	Trafford
Councillor Jan Jackson	Tameside
Councillor John Vickers	Wigan

OFFICERS IN ATTENDANCE:

Eamonn Boylan	GMCA
Dame Sarah Storey	GMCA
Melinda Edwards	GMCA
Ninoshka Martins	GMCA
Lucy Prince	GMCA
Gareth Parkin	GMP
Peter Boulton	TfGM
Julie Reide	TfGM
Danny Vaughan	TfGM
Simon Elliot	TfGM
Chris Barnes	TfGM
Alison Chew	TfGM
Alex Cropper	TfGM

BOLTON

MANCHESTER

ROCHDALE

STOCKPORT

TRAFFORD

BURY

OLDHAM

SALFORD

TAMESIDE

WIGAN

OFFICERS IN ATTENDANCE:

Martin Lax	TfGM
Steve Warrener	TfGM
James Baldwin	TfGM

TRAIN OPERATING COMPANIES (TOCs) IN ATTENDANCE:

Andy Mellor	Avanti West Coast
Chris Jackson	TransPennine Express
Kara Woods	Network Rail
Craig Harrop	Northern Rail

BNC/59/23 Apologies

Apologies for absence were received from Councillors Elaine Taylor, Dan Costello, Tracey Rawlins, James Gartside, Paul Prescott, Warren Bray and Hamid Khurram.

BNC/60/23 Declarations of Interest

RESOLVED/-

That it be noted that as an employee of Keolis Amey Metrolink, Councillor Phil Burke declared a prejudicial interest in item 6 – Bikes on Metrolink Policy.

BNC/61/23 Chair's announcements and Urgent Business

1. Metrolink Operator Contract Extension (considered by BNC in July 2023)

TfGM had finalised the contractual details with KAM and had welcomed an extension to the Metrolink Operations and Maintenance contract with KeolisAmey Metrolink Ltd (KAM), which would see the company continue to operate and maintain the UK's largest tram network from July 2024 until July 2027.

2. Letter to Mark Harper (DfT)

Following on from a recent action, a letter to Mark Harper had been issued requesting an urgent review and update to the DfT Circular 01/2007: Use of speed and red-light cameras within which GM's intention to develop a local guide, based on the updated circular, for the deployment and use of safety cameras had been highlighted.

Further to that, a meeting had been arranged with the Chief Constable to explore the options available to GM and to look at additional measures on how road safety can be improved.

3. Look ahead to 2024

Another busy year was expected with the second tranche of bus franchising due to commence on Sunday 24th March, following which successful bidders for Tranche 3 were to be announced. In addition to that improvements and new functions are expected to be added to the Bee Network app in the near future.

4. Sir Tony Lloyd MP

The Committee acknowledged the passing of Sir Tony Lloyd, MP for Rochdale and the former interim Mayor and Police and Crime Commissioner for GM and recorded their condolences.

5. Tranche 1 Performance Update

The GM Mayor provided an update on the performance of Tranche 1 services and took members through a set of slides that provided an overview of the latest information on punctuality.

During the 7 days ending Saturday 20 January journeys across the network were affected by severe weather. Tue 16 Jan saw significant snow across the region. Traffic volumes and passenger numbers fell, and average speeds slowed (as drivers adjusted to conditions). Despite the challenging weather conditions Bus performance had been stable.

The Committee was advised that going forward, data relating to the punctuality of buses on the Bee Network would be published on X (formerly twitter) on a weekly basis and would be linked to a more detailed report providing a longer-term trend and some contextual information.

In addition, members requested that a travel safe report be circulated to members, in response officers explained that a detailed report would be received by Committee next month following which a regular frequency could be established.

RESOLVED/-

1. That it be noted that TfGM has finalised the contractual details with KAM and has welcomed an extension to the Metrolink Operations and Maintenance contract with KeolisAmey Metrolink Ltd (KAM), which would see the company continue to operate and maintain the UK's largest tram network from July 2024 until July 2027.
2. That it be noted that a letter has been issued to Mark Harper, Secretary of State for Transport issued requesting an urgent update of Department for Transport (DfT) Circular 01/2007: Use of speed and red-light cameras.
3. That it be noted that a meeting has been arranged with the Chief Constable to discuss the challenges and opportunities of developing and taking forward a locally agreed approach prior to the DfT publishing a refreshed Circular and develop a plan to deliver Greater Manchester's ambition for Vision Zero.
4. That it be noted that the second tranche of bus franchising was due to commence on Sunday 24th March.
5. That the update in relation to Tranche 1 services be noted.
6. That it be noted that data relating to the punctuality of buses on the Bee Network would be published on X (formerly twitter) on a weekly basis.
7. That a Travel Safe update would be received by the Bee Network Committee in February 2024.

BNC/62/23 Minutes of the meeting held on 14 December 2023

RESOLVED/-

That the minutes of the Bee Network Committee held on 14 December 2023 be approved as a correct record.

BNC/63/23 Vision Zero Draft Strategy Approval

Consideration was given to a report that provided an overview of the draft strategy for Vision Zero and endorsement was sought from members for the draft Vision Zero Strategy and for this document to be used to commence a period of engagement with stakeholders and the public.

This would be followed by a period of engagement that would take place in early spring with public and stakeholders in the form of an online questionnaire on the strategy. A draft Action Plan would help deliver the Vision Zero Strategy and engagement with the public and stakeholders on these actions would take place in May 2024 for approximately two months.

It was proposed that the finalised Vision Zero Strategy and Action Plan would be reported to Bee Network Committee and then to the GMCA for formal adoption and approval in November 2024. Aim was for the public launch to coincide with Road Safety Week (18 – 24 November 2024). The World Day of Remembrance for Road Traffic Victims takes place on 17 November 2024.

Members welcomed the strategy and noted that the overall aim of the vision was to improve road safety for road users and not to restrict cars. It was felt that there was a need for better legislation to be able to keep people safe on roads.

It was suggested that it might be beneficial to work with manufacturing companies to consider introducing inbuilt speed limiters and other suitable technology such as drones that could be utilised to improve road safety.

Depending on whether Local Authorities would implement local forums it would be then utilised to engage Councillors and increase awareness on the Vision Zero Strategy.

Members sought to understand whether there were GMP were aware of any measure being introduced to prevent phone usage whilst driving. In response, officers advised of local operations and stated that as part of Operation Snap, members of the public could report and submit digital footage showing potential moving traffic offences which has proved to be a great success.

It was felt that traditional road safety measures such as car engineering, education to encourage behavioural change and enforcement were essential to creating a Safe System. Officers commented on the role the Vision Zero Strategy could play as this would give GM a stronger voice and highlighted the role stakeholders could play in trying to influence national thinking.

With regard to vehicle manufacturers further work was being done to develop a vision Zero Group for the North akin to the South this forum strengthens GM's voice.

In discussing the speed management policy, members sought to understand what the challenges were to implement a 20-mile speed limit. Members were advised that GMP were in the process of upgrading their technology to enforce a 20-mile speed limit and were in the process of recruiting additional staff to in favour of the policy change that was expected to take effect within the next 12 months.

RESOLVED/-

1. That the contents of the strategy be noted.
2. That the draft Vision Zero Strategy and the commencement of a period of engagement with stakeholders and the public be endorsed.
3. That it be noted that a supporting Action Plan would be developed and brought to this Committee following the period of stakeholder and public engagement on the strategy.
4. That it be noted that the finalised Vision Zero Strategy and Action Plan would be reported to Bee Network Committee and then to the GMCA for formal adoption and approval in November 2024.

BNC/64/23 Bikes on Metrolink Policy

Consideration was given to a report that summarised the opportunities and challenges being considered to inform a policy on the carriage of non-folding bikes on Metrolink. The report outlined the next steps, including a guided pilot to take place from the end of February to test out the carriage of bikes, including adapted cycles, in various scenarios.

This proposed guided pilot would be undertaken during early 2024 to gain more insight into how the carriage of bikes could be accommodated safely and was scheduled to commence at the end of February 2024, with results being analysed during April and May. Following this, in summer of 2024, TfGM would bring a further report to Committee on the outcomes of the pilot, together with technical studies, and proposals regarding how to allow the safe carriage of non-folding bikes on Metrolink for consideration.

Following on from the action noted at the previous meeting, officers have been in touch with Edinburgh to learn more from their experience, and the findings were included under section 3 of the report. Officers added that the introduction of the scheme had seen a huge influx of e-bikes and delivery drivers utilising the tram during peak hours nonetheless the pilot was overall seen as successful.

Members welcomed the launch of the proposed guided pilot and noted that the complete integration of the network was essential to encouraging active travel and to increase dependency on public transport.

Members highlighted their concerns around the safety of passengers and the risk to disabled users in the case of an accident. The concerns were noted, and members were assured that no testing would take place during peak periods or events and that passenger safety would be a paramount feature of the pilot. Through the pilot GM would be able to look at the feasibility of wider roller out and would gain more insight into how bikes could be accommodated safely.

In response to a member's suggestion in relation to the possibility of dedicating a separate carriage for the storage of bikes, officers stated, that due to not having conductors on trams and having shorter platform this would not be feasible for GM.

Nevertheless, to allow the safe storage of bikes on trams a few adaptations to the existing carriages would be required.

Officers were urged to consider whether it would be cost effective to expand Metrolink over making any adaptations to the existing fleet of vehicles.

It was suggested that there was a need to invest in the infrastructure through the introduction of bike storage at high touch point areas, including near terraced houses, to encourage active travel.

RESOLVED/-

1. That the contents of the report be noted.
2. That the proposal of a guided pilot to test various scenarios for the carriage of non-folding bikes on Metrolink be endorsed.
3. That it be noted that a further report would be presented to the Bee Network Committee in summer 2024 on the outcomes of the pilot, together with ongoing technical studies, and proposals on as to how to safely enable the carriage of non-folding bikes on Metrolink.

BNC/65/23 Greater Manchester Rail Update

Consideration was given to a report that provided an update on the performance of the Greater Manchester rail network and delivery of the capital and strategic rail programmes.

Members welcomed plans for a station at Cheadle, including updates on Golborne and Daisy Hill station and saw progression as the benefits of the devolution arrangement.

It was noted that the age of the rolling stock, inadequate timetabling and driver training had added to delays on the network.

The role of rail network was seen integral to improving connectivity across the network. It was therefore felt that a better overtime agreement and a resilient system would be

able to mitigate any shortfalls. Operators were urged to consider the development of a workforce profile to understand recruitment needs that would prevent delays that would arise due to staff shortages.

Officers advised that they were closely working with operators to address the timetabling issue and welcomed engagement with Northern, particularly around some of the challenges around additional call at new station.

In relation to the issue raised around rest days, officers acknowledged that this has caused a number of performance issues and advised that TOCs were working towards developing a workforce programme with the aim to reducing reliance on rest day working.

With regards to operation challenges on Sundays, it was noted that that TOCs don't operate a seven-day railway system, in particular for Northern services, and that lend to the fact for the need for a wider workforce reform across the rail network.

Members welcomed the announcement regarding the decision of the reversal of the closure of ticket offices and highlighted the need for these to be accessible to members of the public.

In discussing ticket fares, operators were urged to consider the removal of peak rates given the recent shift in working patterns.

In addition, it was highlighted that commuters also preferred purchasing tickets online however online tickets were reported to be far more expensive than if purchased at the station therefore operators were urged to give this issue further consideration. Officers noted the comments and acknowledged that this was key enablers to unlocking modal shift to connect the wider transport network and advised of plans for contactless payment for rail that would allow GM to deliver a multimodal ticketing solution.

In response to comments made in relation to the implementation challenges of the December 2022 timetable, it was noted that had resulted in a reduction in services and connectivity. Members were assured of plans to improve services including making the case for Golborne and for uplifting services on the Wigan corridor, but also to provide connectivity between North - South Manchester.

Operators noted the comments raised and informed members of their individual service improvement plans.

Craig Harrop, Regional Director, Northern Rail advised of plans to stabilise and improve services. It was highlighted that the challenges faced, particularly over the last 12 months, had been around sickness, availability, and skills training gap. In terms of sickness management, members were advised of plans to transition to a new occupational health provider that would help assist colleagues back to work much quicker. It was noted that workforce reform was required to bring about change and advised of upcoming talks with the trade unions.

In response to the issue raised around the Bolton corridor, it was highlighted that this was due to trains being longer than the platform and members were advised of plans to improve and introduce more new trains to the fleet in the very near future which would accordingly be deployed to match infrastructure needs.

In relation to the comments raised around the impact of extreme weather on the rail network, Kara Wood, Performance Improvement Manager, Network Rail advised of the mitigation work done to prevent/minimise disruption on the network. In addition, it was highlighted that considerable amount of work had been done in relation to decision making tools and development of good digital technology to help with implementing relief measures. It was highlighted that with the recent high winds there had been a number of line failures and therefore welcomed any support that can be received in terms of working with third parties when it comes to removal of fallen trees.

Chris Jackson, Managing Director, TransPennine Express provided a progress update advising of the change in ownership and plans to fix the deep-rooted issues that were facing the business. Following discussion with the trade union, agreement rest day working had been sought in June of last year, following which performance had significantly stabilised. Members were advised that TransPennine were in active discussions with Trade Unions to extend rest day working until March 2025. The launch of the December 2023 timetable change had seen further stabilisation of the service which had improved overall performance and significantly reduced overcrowding. Plans were underway to reinstate services in June and to procure additional 29 brand-new

trains, which would involve additional service introductions across the North to meet demand.

Andy Mellor, Managing Director, Avanti West Coast, provided an update on the operational challenges and advised that further work was also being done in relation to workforce planning through the driver training programme that would deliver new drivers and would seek to improve timetable resilience. In addition, further work had been done to refine driver schedules to ensure resilience throughout the week particularly, Saturdays, which historically had been an issue. To improve punctuality, work was being done with Network Rail, and a task force had been established, looking specifically at the Manchester route in terms of its operational performance.

Members expressed their frustration regarding service performance particularly towards Avanti whose performance had been very poor. It was explained that services had declined due to historic leave agreements and alleviated level of sicknesses. Nonetheless, in noting the impact to residents an apology was issued, and members were assured that progress would be made to deliver a year-round service.

In terms of comments raised around the service quality regime and the recent leaked presentation, members were assured that an investigation of the issue was underway.

RESOLVED/-

1. That the performance of the Greater Manchester rail network be noted.
2. That the progress of the capital rail delivery programme be noted.
3. That the following updates in relation to the capital rail delivery programme be noted :
 - a) Work was underway with Stockport and Wigan Council to develop proposals for a new rail station in Cheadle and in Golborne.
 - b) The current proposal for Golborne Station, subject to a public consultation that commenced on 4th January 2024, was to build a new station near to the site of the previous Golborne Station which would have an hourly service between

Wigan and Stalybridge; and the relevant documentation required to secure Government approval of the Outline Business Case for the scheme would be submitted to the Department for Transport (DfT) for review by the end of January 2024.

- c) That the following works were noted as part of the Access for All programme:
- The commencement of detailed design works on Daisy Hill and Irlam stations with completion and handover expected in early 2025 and;
 - The conclusion of the outline design for Swinton and Next Tranche stations (Reddish North, Hindley, Bryn) with detailed design work set to commence early 2024 with overall completion expected in 2027, subject to railway possessions and access be received and;
 - In terms of minor accessibility intervention, the installation of Customer Information Systems (CIS) in 14 GM stations were underway with expected completion by the end of March 2024; the installation of the access ramp at Bredbury Station had been completed and the drop off work at Rose Hill Station was currently underway with expected completion by the end of February 2024.
- d) Following delays to the enhancement scheme for Salford Central Station, work was now planned to commence from early 2025 for 10 weeks.
- e) Heaton Chapel, Altrincham, and Trafford Park were identified as stations with buildings that could be redeveloped and brought back into use.
- f) Redevelopment masterplans were now in place for Stockport, Stalybridge and Rochdale Station.
4. That the progress of strategic rail programme be noted.
5. That the following updates in relation to the strategic rail programme be noted as below :
- a) Following the publication of the Williams Shapps Plan for Rail in 2021 and the subsequent creation of the Great British Railways Transition Team (GBRTT), a

Trailblazer partnership has been set-up between Greater Manchester and GBRTT.

- b) That work was underway to develop a prospectus for the 6 central stations within Manchester and Salford, along with proposals for an enhanced station at Stockport as part of the Mayoral Development Corporation (MDC) be noted.
- c) To support the GM-GBR's Fares, Ticketing and Retail (FTR) programme roll-out and the Trailblazer Devolution Deal commitment of integrating rail into the Bee Network by 2030, a Customer Integration Delivery Group (CIDG) consisting of industry partners (GBRTT, DfT, Network Rail, Northern and TransPennine) has been set up to support the delivery of this vision.
- d) Two main strategic rail studies 'The North of England Freight Routing study' and 'The 7-Day Railway study' were currently in progress and on completion would be utilised to understand the priority areas for rail service improvements.
- e) Further strategic and delivery programmes were being led by the rest of the rail industry, including the Hope Valley line upgrades let by Network Rail and TransPennine Route upgrades were noted.

BNC/66/23 Transport Capital Programme

This report seeks approval for CRSTS funding to upgrade existing pedestrian crossings across the Improving Journeys: Orbital Bus Route corridors and recommends that the GMCA approves the addition to and the subsequent drawdown for local Highways Maintenance from 2023 – 2024.

Members were also asked the note the current CRSTS1 and 2 position and to note the intention to submit the Outline Business Case for Golborne Station to DfT.

RESOLVED/-

1. That the current position in relation to CRSTS1 and CRSTS2 be noted.

2. That the intended submission of the Outline Business Case for the new Golborne Station project to the Department for Transport (DfT) in January 2024 be noted.
3. That the drawdown of £0.72m of CRSTS funding to enable progression of the 'Improving Journeys – Orbital Bus Routes: Pedestrian Crossing Upgrades' scheme – to upgrade existing pedestrian crossings across the Improving Journeys: Orbital Bus Route corridors be approved; and
4. That it be noted that the GMCA would be recommended to approve the addition to, and the subsequent drawdown from, the 2023/24 Capital Programme of £4.438m for local highways maintenance activities, noting the split between Local Authorities based on the previously agreed (GMCA 26 May 2023) core maintenance allocations.

BNC/67/23 Dates & Times of Future Meetings

RESOLVED/-

- 22 February; 2 - 4 PM
- 21 March; 2 - 4 PM



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

Alex Cropper, Chief Network Officer, TfGM

alex.cropper@tfgm.com

Lucy Kennon, Head of Resilience and TravelSafe

lucy.kennon@tfgm.com

Kate Green, TravelSafe Partnership Manager

kate.green@tfgm.com

Ronald Neilson, Chief Inspector, Transport Unit

ronald.neilson@gmp.police.uk

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

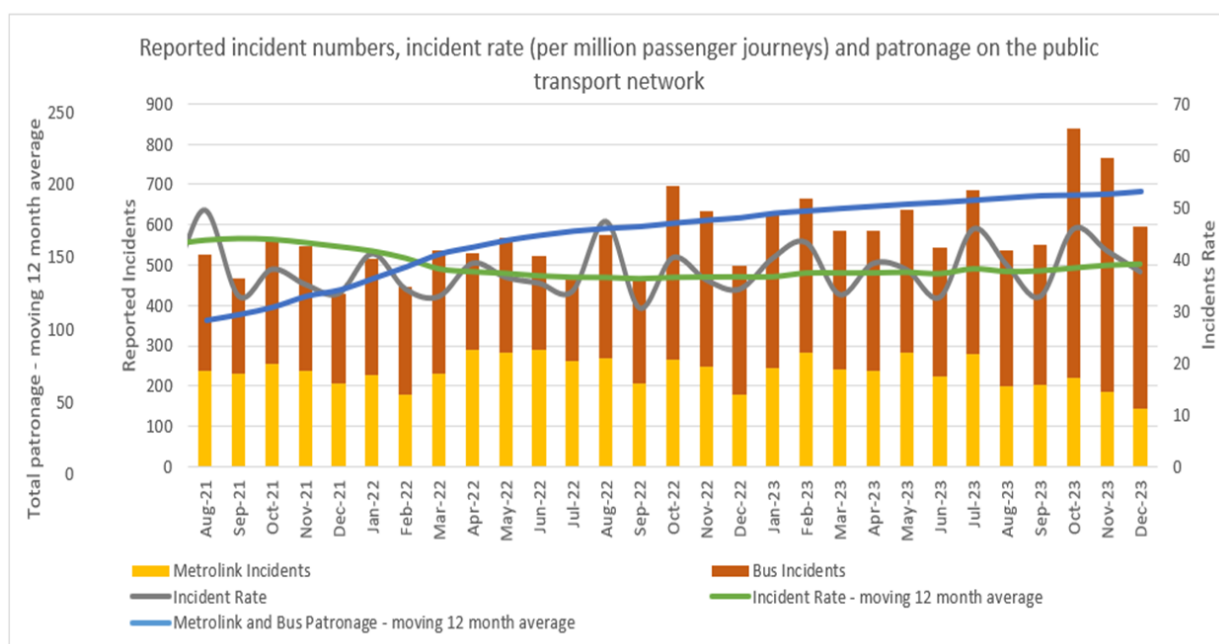
- 2.1. The TravelSafe KPI brings together all reported crime and anti-social behaviour incidents from Greater Manchester Police (GMP), TfGM, Bus Operators, Keolis Amey Metrolink (KAM) and TSEOs.
- 2.2. Although comparisons are provided across several years, it should be noted there are several factors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

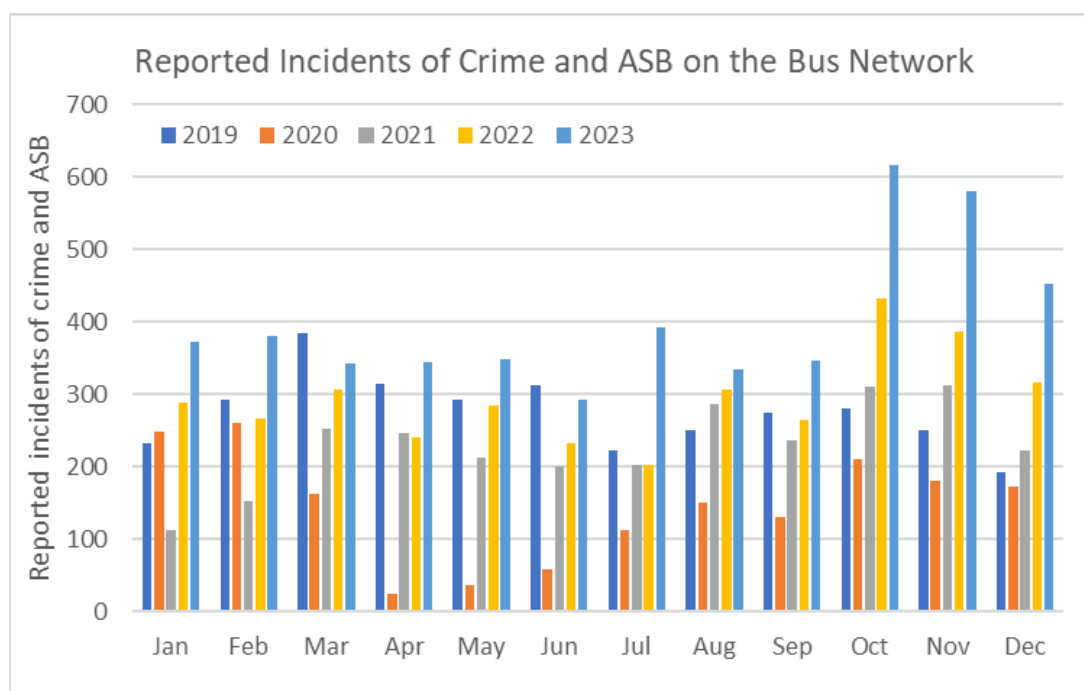
⁸ Rolling 12-month 'rate of incidents' (per million passenger journeys)

⁹ Entries are excluded where they constitute intelligence or are bylaw 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.

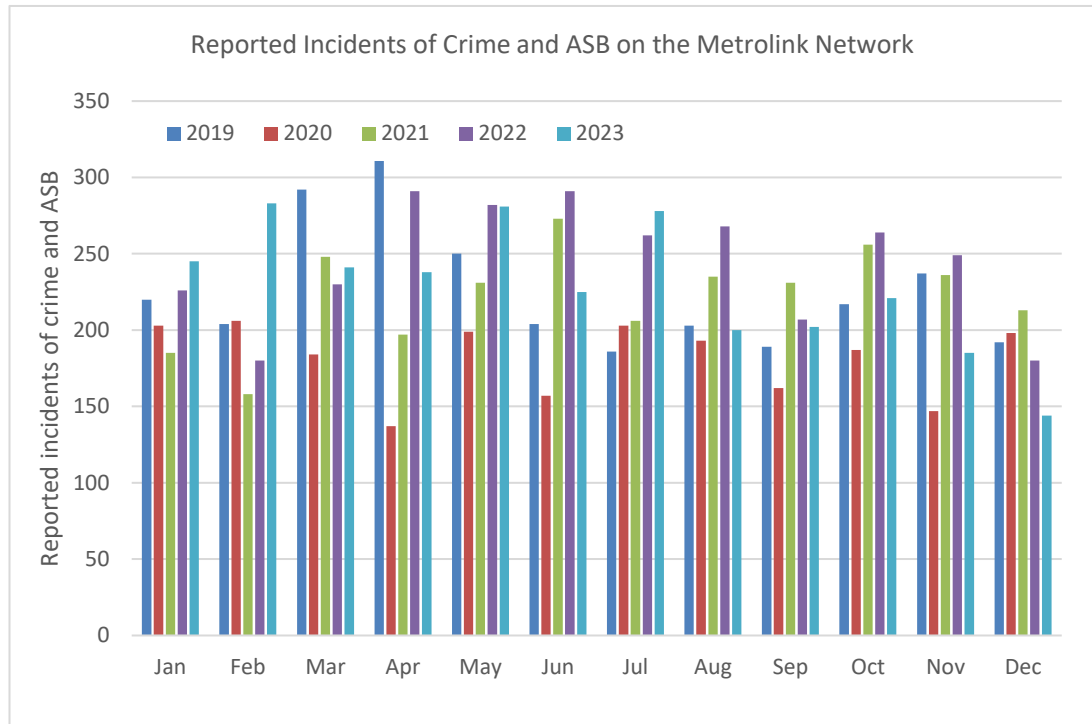
- Incidents categorised as youth-related account for 45% of all reported incidents on bus stations and interchanges (a consistent trend over the last three years).
- Criminal damage, involving objects being thrown at bus services has been a significant issue impacting the bus network over the last few 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

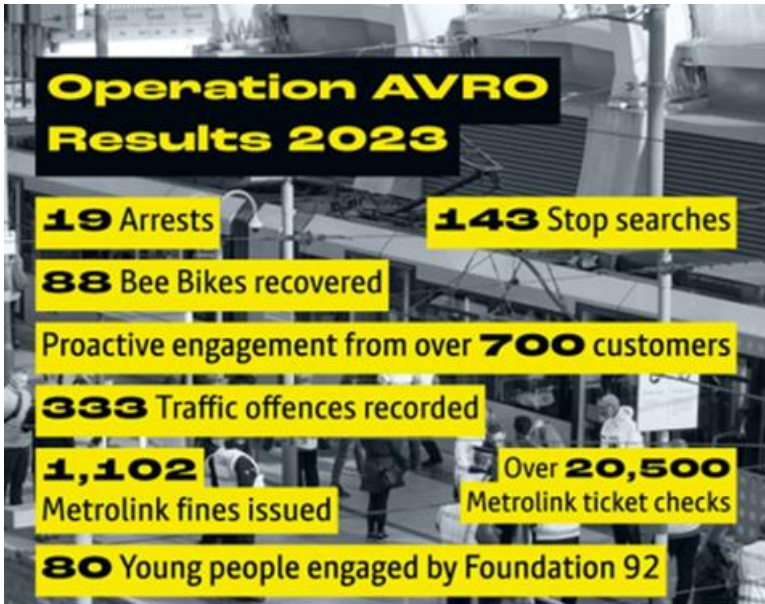


Figure 6:

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 bold, lowercase, sans-serif font. 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, smoky background. 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>	
--	---

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.

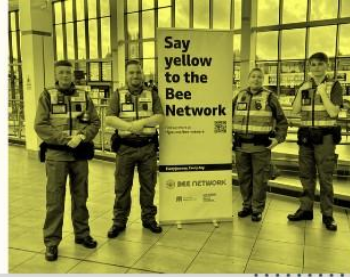


RESULT

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

Chris Barnes	Infrastructure Pipeline Programme Director, TfGM	chris.barnes@tfgm.com
Dave Abdy	Infrastructure Pipeline Deputy Programme Lead, TfGM	dave.abdy@tfgm.com
Claire Butler	Infrastructure Pipeline Senior Programme Manager, TfGM	claire.butler@tfgm.com

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

This page is intentionally left blank