



## **BEE NETWORK COMMITTEE**

**DATE:** Thursday, 12th December, 2024

**TIME:** 2.30pm

**VENUE:** The Tootal Buildings - Broadhurst House , 1st Floor, 56  
Oxford Street, Manchester, 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 28 November 2024** 5 - 14  
To consider the approval of the minutes of the meeting held on 28

<b>BOLTON</b>	<b>MANCHESTER</b>	<b>ROCHDALE</b>	<b>STOCKPORT</b>	<b>TRAFFORD</b>
<b>BURY</b>	<b>OLDHAM</b>	<b>SALFORD</b>	<b>TAMESIDE</b>	<b>WIGAN</b>

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November 2024.

5. **Bikes on Metrolink Pilot Evaluation** 15 - 24  
A report of Danny Vaughan, Chief Network Officer, TfGM.
6. **Transport Infrastructure Pipeline** 25 - 34  
A report of Chris Barnes, Network Director Infrastructure, TfGM.
7. **Delivering the Bee Network - Network Performance** 35 - 52  
A report of Andy Burnham, Mayor of Greater Manchester.
8. **Date of Next Meeting**  
The next meeting of the Bee Network Committee will be held on Thursday 30<sup>th</sup> January 2025.

For copies of papers and further information on this meeting please refer to the website [www.greatermanchester-ca.gov.uk](http://www.greatermanchester-ca.gov.uk). Alternatively, contact the following

Governance & Scrutiny Officer: Lee Teasdale

✉ [ninoshka.martins@greatermanchester-ca.gov.uk](mailto:ninoshka.martins@greatermanchester-ca.gov.uk)

This agenda was issued on Wednesday, 4 December 2024 on behalf of Julie Connor,  
Secretary to the  
Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street,  
Manchester M1 6EU

## 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

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 be 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  
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.

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# Agenda Item 4

## MINUTES OF THE MEETING OF THE BEE NETWORK COMMITTEE HELD THURSDAY, 28<sup>TH</sup> NOVEMBER 2024 AT BOARDROOM, GMCA OFFICES

### PRESENT:

Councillor Eamonn O'Brien (in the Chair)	GMCA
Councillor Alan Quinn	Bury
Councillor Tracey Rawlins	Manchester
Councillor Josh Charters	Oldham
Councillor Howard Sykes	Oldham
Councillor Grace Baynham	Stockport
Councillor David Meller	Stockport
Councillor John Vickers	Wigan

### ALSO IN ATTENDANCE:

Vernon Everitt	GM Transport Commissioner
Dame Sarah Storey	GM Active Travel Commissioner
CFO Dave Russel	GMFRS
Supt. Gareth Parkin	GMP

### OFFICERS IN ATTENDANCE:

Chris Barnes	TfGM
Peter Boulton	TfGM
Melinda Edwards	GMCA
Martin Lax	TfGM
Adam Sedgmond	TfGM
Caroline Simpson	GMCA
Lee Teasdale	GMCA
Danny Vaughan	TfGM

## **BNC/41/24 Welcome & Apologies**

Apologies were received and noted from Mayor Andy Burnham, Councillor Hamid Khurram (Bolton), Councillor Phil Burke (Rochdale), Councillor Mike McCusker (Salford) & Mayor Paul Dennett (Salford).

## **BNC/42/24 Declarations of Interest**

There were none.

## **BNC/43/24 Chairs Announcements & Urgent Business**

The Chair opened by highlighting a number of funding announcements that had taken place over recent weeks. These included a draft total of £66m of funding secured for TfGM. Budget setting processes would show this funding set out within the context of the wider budget in due course. This additional funding was welcomed and would go some way to funding a low fare/high patronage integrated public transport system.

The Chair referenced the Bee Network Safety Summit that had recently taken place. It was advised that this had been used as an opportunity to work with transport operators and GMP to agree that as part of Vision Zero there would be a specific Bee Network Safety Plan. The focus of the event had been operational safety, and a meeting would be taking place with trade unions to engage on the delivery of this safety plan.

Members were reminded that the consultation process on the GM School Travel Strategy was now open, and that this needed to be promoted widely for the highest possible levels of engagement.

## **RESOLVED/-**

1. That the update on the £66m of Bus Funding awarded to Greater Manchester from the Government following the autumn budget be received.
2. That the feedback provided on the recent Bee Network Safety Summit be received.



3. That it be noted that the consultation process on the GM School Travel Strategy was now live.

## **BNC/44/24 Minutes of the Meeting of 24<sup>th</sup> October 2024**

### **RESOLVED/-**

That the minutes of the meeting of the meeting of 24 October 2024 be agreed as a true and correct record.

## **BNC/45/24 Highways Network Management**

Peter Boulton (Network Director Highways, TfGM) presented a report that provided an overview of the changing nature of the Greater Manchester (GM) highways network. It captured the performance of the KRN (Key Route Network) and the asset maintenance condition; the measures in place to support network management and in particular support the reliability of the bus network; future developments that would support the city region Bee Network and Right Mix ambitions; and the challenges that needed to be addressed to ensure the highway network supports the changing transport needs of the growing city-region and all of Greater Manchester's people, places and businesses.

### **Comments and Questions**

- Members sought assurances that the network management plans retained a focus on working with council officers directly in order to find the best solution for their areas. It was advised that any changes to the road network would be worked on directly with the relevant local authorities to ensure the best solutions based upon local knowledge – there was a history of strong collaboration with local councils, and this needed to be maintained.
- Members noted that roadworks remained one of the key causes of delays on the highways network – were there ways to lobby government for more powers around this, particularly in terms of companies who overran on permits? It was advised that a business case was being built up for lane rental – and this would be an important tool going forward, particularly on roads that carried the highest levels of traffic. This lane rental would mean that utility companies would have to pay for overruns on roads. TfGM would work with councils to lobby the

Department for Transport for higher fines in future for these overruns – as current penalties were insufficient and often resulted in companies ‘taking the hit’ to get the extra time.

- Members further expressed concerns about utility companies working on recently resurfaced roads and doing a ‘patchwork job’ that led to increased potholes rather than a full carriageway reinstatement. Officers stated that there needed to be more work with utility companies to better coordinate works – regular meetings were being built in as part of the Bee Network establishment.
- Members stated that they would welcome the opportunity for direct engagement with utility company operators themselves to discuss the concerns raised and explore a best way forward on roadworks management.
- Members noted that the protocols last established in 2015 were being reviewed. It was noted that this nine-year gap was quite a long time to have gone without a review – would more periodic reviews be built in? Officers agreed that this needed to take place as aged protocols did not provide the direction needed by all parties. So regular reviews would be built into the process.
- Members expressed upon how stark congestion issues in the region were becoming. With car ownership having risen 16% in the past ten years and continuing to rise, a third of the GM road network was now reaching a saturation point. However, it was noted that in school holiday periods when traffic decreased by 10%, there was a 25% improvement on congestion levels. Therefore, there was hope that a corresponding overall reduction of 10% of traffic currently on the roads, this could have a marked positive impact on the road network.
- Dame Sarah Storey commented that it was important for TfGM and council officers to lead by example. With issues cited around works vehicles from both sometimes found to be parking in disabled spaces, cycle lanes and blocking footways. To up demands on utility companies, it was also important to ensure that public service vehicles were setting the appropriate standard.

## **RESOLVED/-**

1. That the contents of the report be noted.

2. That a review of the GM Highways Protocols as identified at Section 3.6 be endorsed.
3. That it be noted that the draft Local Transport Plan, due to be published in 2025, will build on the GM Streets for All approach, requiring change in how we plan, configure and manage our Highway Network to encourage, and provide for, more people to travel by sustainable modes - walking, wheel, cycling and bus, in line with our Transport Vision and Right Mix ambition.
4. That consideration be given to a session between Bee Network Committee members and utility company representatives to establish a best way forward on highways works.

### **BNC/46/24 GM Reported Road Casualties 2023 & Road Safety Update**

Peter Boulton (Network Director Highways, TfGM) presented a report that provided an annual update on Greater Manchester (GM) road casualty figures for 2023 and an update on GM wide road safety initiatives and other road safety related developments supported by the Safer Roads Greater Manchester Partnership.

The road casualty figures would be used to measure progress towards the Vision Zero ambition in GM for 2040 along with an update on GM wide road safety initiatives.

In 2023 799 people had been killed or seriously injured on the roads in GM – a 6.2% reduction on the figures seen in 2022. Of the 799 figure – 45 of these resulted in fatalities – a reduction of 29.7% on 2022. Whilst these figures were going in the right direction and GM fared well statistically compared to the Great British average, it still remained an upsettingly high number – as each of these incidents had significant impacts upon people and their families.

Initiatives held with partners such as 'Safe Drive, Stay Alive' led by GMFRS were highlighted – as were publicity campaigns aimed around tackling the 'fatal 4' (mobile phone usage; seat belts; drink & drug driving; and speed).

An update was also provided on road safety cameras, with progress on the projects to upgrade safety camera housings and spot speed replacements on average speed

routes across the region. It was also highlighted that a road safety specialist had been hired to specifically review the current criteria for road safety camera installation. A draft of the revised criteria was now in place and managed by a working group. It was hoped that once approved, the criteria could be in place from early 2025 as part of the Vision Zero Action Plan – this criteria would be brought to the Committee for review in spring 2025.

### **Comments and Questions**

- Members welcomed the revising of criteria for road safety cameras, as petitioning had been taking place on numerous hotspots for many years that did not currently meet the very high bar of the current criteria. Members recalled that the previous government were being written to on revised criteria and sought assurance that the newly installed government would also be written to on this as soon as possible. The Chair agreed that this should take place to reiterate GM's position and outline some of the actions being taken.
- Members sought a further update on the enforcement of 20mph speed limit zones. It was confirmed that GMP could enforce on these routes. However, priority was given to high-risk routes as dictated by intelligence and analysis data. With 20mph zones often being in quieter parts of towns, these were often lower priority routes for enforcement. Where multiple complaints were raised and issues highlighted, enforcement would absolutely take place within 20mph zones.
- Members welcomed the reductions in deaths on the roads seen, but noted that currently the region was not on course to meet its vision zero targets – what further could be done to get this on track? It was advised that the implementation of recommendations within the Vision Zero Strategy was crucial to getting this figure down.
- Discussion took place around the usage of dash cam footage following accidents and Operation Snap – where footage could be submitted to the police by the public. It was suggested that the government could be petitioned around new cars having dash cams installed as standard.

**RESOLVED/-**

1. That the contents of the report be noted.

## **BNC/47/24 Vision Zero Strategy & Action Plan**

Peter Boulton (Network Director Highways, TfGM) introduced a report that shared the final Vision Zero Strategy and Action Plan for Greater Manchester (GM) and provided an overview of GM wide road safety initiatives, which formed part of the Action Plan. The importance of the Strategy was highlighted. This provided a vial opportunity to make fundamental changes to driving safety in GM.

The item opened with the showing of a video produced as part of road safety week. The video highlighted the impact of dangerous driving through interviews with the family of Frankie Jules-Hough, who together with her unborn daughter was killed in an incident on the M66 where the perpetrator had been found to be driving at speeds of over 120mph whilst filming his actions on a mobile phone. Thanks and condolences were expressed to the family of Frankie for their bravery in engaging with this project.

Dame Sarah Storey reflected on her work on the Strategy. The document provided a vision for how to tackle the fundamental issues that led to the sort of behaviour that resulted in the death of Frankie and many others. The Strategy had been created with the input of a wide range of stakeholders and an action plan was in place to ensure that this collaborative working continued and was further enhanced.

Chief Fire Officer Dave Russel (GMFRS) advised that he had recently taken over as the Chair of the Vision Zero Strategic Steering Group and expressed his thanks to TfGM officers for the fantastic work that had gone into the production of the Strategy and the supporting action plan. GMFRS would give its absolute commitment to the delivery of this, as the service was now in a position where it attended more road traffic accidents (RTAs) than it did fires (around 2000 RTAs per year).

## **Comments and Questions**

- Members stated that to provide as much support as they could to this – local authorities would need access to the necessary resources. Not just monetarily but also in terms of the controls which councils could apply. An example was cited on dangerous parking incidents where no real enforcement could be

applied due to a lack of traffic regulation order powers. It was stated that Vision Zero itself was now fully funded, and that work would have to take place to identify the further funding streams required to provide additional support. It was suggested that Vision Zero requirements could be fed into conversations around CRSTS funding streams.

- Members noted that previously councils had access to larger road safety teams that had now largely been decimated, and that consideration would need to be given around the joining up of resources.
- Members stated that there needed to be an increase in coordinated campaigning to make the concept of speeding more socially unacceptable – similar to how the perceptions of drink driving have changed over time.
- Members expressed thanks to all first responders who handled road traffic accidents, and the amazing levels of dedication they had to what was an extremely emotionally demanding role.

Discussion took place around writing to government on issues relating to road safety raised throughout the three items considered so far at the meeting. It was agreed that a programme of interventions would be developed, and that these would be provided to the Committee for endorsement before publication. It was agreed that the first of these following the adoption of the Vision Zero Strategy would be the concerns previously raised around the need to change the existing criteria for road safety cameras.

#### **RESOLVED/-**

1. That the contents of the report be noted.
2. That the final Vision Zero Strategy and Action Plan and the formal adoption of a Vision Zero ambition for GM, where no one will suffer death or life changing injuries on our roads be endorsed by the Committee.
3. That there be commitment to a programme of interventions in the form of regular written submissions to government following the formal adoption of the Vision Zero Strategy.
4. That endorsement will be sought directly from the Committee before the sending of each written submission.

5. That the first of these submissions will focus on petitioning government for a change to existing speed camera criteria.
6. That the thanks of the Committee be recorded to the family of Frankie Jules-Hough for their bravery and support on the Vision Zero Strategy.
7. That thanks be recorded to all first responders at road traffic accidents for their admirable dedication to what was an extremely emotionally demanding job.

### **BNC/48/24 Transport Infrastructure Pipeline**

Chris Barnes (Network Director Infrastructure, TfGM) presented an update on progress delivering a pipeline of transport infrastructure improvements to support the operation of the Bee Network. The report made a number of recommendations for members to support the continued development and delivery of the pipeline programme.

### **RESOLVED/-**

1. That the current position, recent progress and key milestones on the transport infrastructure pipeline be noted.
2. That the drawdown of CRSTS funding and associated scheme progression be approved as follows:
  - Improving Journeys: £1.0m to include:
    - Rochdale-Oldham-Ashton QBT (Tameside elements): £0.4m
    - Early Interventions CCTV / ATCs: £0.4m and Full Business Case;
    - Ashton – Stockport QBT: £0.2m;
  - Development of Long-Term Rapid Transit Options – Transit-Oriented Development at Bury Interchange: £1.55m; and
  - Bury Radcliffe Central Phase 1 MCF scheme: £0.65m.

### **BNC/49/24 Date of the Next Meeting**

The next meeting of the Bee Network Committee would take place on Thursday 12<sup>th</sup> December 2024.

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## Bee Network Committee

Date: Thursday 12<sup>th</sup> December 2024  
Subject: Bikes on Metrolink Pilot Evaluation  
Report of: Danny Vaughan, Chief Network Officer, TfGM

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### Purpose of Report

To provide a progress update on the guided pilot of the carriage of non-folding bikes on Metrolink trams and outline the next steps.

### Recommendations:

The Committee are requested to:

1. Note the contents of the report; and
2. Endorse the development of designs, cost estimates and a programme to enable the carriage of bikes on Metrolink.

### Contact Officers

Stella Smith, Metrolink Sponsor	<a href="mailto:stella.smith@tfgm.com">stella.smith@tfgm.com</a>
Richard Nickson, Network Director – Active Travel	<a href="mailto:richard.nickson@tfgm.com">richard.nickson@tfgm.com</a>
Ian Davies, Interim Network Director – Metrolink	<a href="mailto:ian.davies@tfgm.com">ian.davies@tfgm.com</a>

# Equalities Impact, Carbon and Sustainability Assessment:

## Recommendation - Key points for decision-makers

*It is recommended that as the proposal to allow bikes on Metrolink is taken forward, TfGM continues to work with targeted groups to inform the designs and operational procedures to ensure that any potential adverse impacts are mitigated.*

## Impacts Questionnaire

Impact Indicator	Result	Justification/Mitigation
Equality and Inclusion	A	People with additional accessibility needs using trams may be affected by people bringing their bikes on Metrolink, mitigations will be implemented. Allowing bikes on Metrolink will provide the opportunity to link journeys with Metrolink and cycling (in the off-peak). This may enable more people to cycle.
Health	G	Physical and mental wellbeing of some passengers could be improved by enabling linked journeys of cycling and Metrolink.
Resilience and Adaptation		
Housing		
Economy		
Mobility and Connectivity	G	Mobility and connectivity across GM will be widened by allowing people with bikes to travel on Metrolink during off-peak times.
Carbon, Nature and Environment	G	Allowing bikes on Metrolink would allow an alternative option for some car journeys and therefore may enable reduction of carbon emissions.
Consumption and Production		
Contribution to achieving the GM Carbon Neutral 2038 target		Allowing bikes on Metrolink would allow an alternative option for some car journeys and therefore may enable reduction of carbon emissions.
<b>Further Assessment(s):</b>	Equalities Impact Assessment and Carbon Assessment	
<b>G</b> Positive impacts overall, whether long or short term.	<b>A</b> Mix of positive and negative impacts. Trade-offs to consider.	<b>R</b> Mostly negative, with at least one positive aspect. Trade-offs to consider.
		<b>RR</b> Negative impacts overall.

Impacts Questionnaire – Equality and Inclusion is rated as amber

Carbon Assessment		
Overall Score	[Blue Box]	
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	[Blue Box]	Allowing bikes on Metrolink would provide the opportunity to link cycling journeys with tram.
Roads, Parking and Vehicle Access	N/A	
Access to amenities	[Green Box]	Allowing bikes on Metrolink would provide the opportunity to link cycling journeys with tram and may improve access for some people.
Vehicle procurement	N/A	
Land Use		
Land use	[Green Box]	
No associated carbon impacts expected.	[Green Box] High standard in terms of practice and awareness on carbon.	[Blue Box] Mostly best practice with a good level of awareness on carbon.
	[Yellow Box] Partially meets best practice/ awareness, significant room to improve.	[Black Box] Not best practice and/ or insufficient awareness of carbon impacts.

Carbon Assessment – rated as blue

## Risk Management

Risks are considered in section 3 of the report and will continue to be managed in line with TfGM’s procedures during the next phase of work.

## Legal Considerations

Discussions with the operator’s and TfGM’s insurers are underway and the insurers will require further details of modifications to the network and operating procedures once defined.

## Financial Consequences – Revenue

The guided pilot was funded through the revenue budget. There is no expectation that allowing bikes on trams will have any significant impact on future Metrolink revenue. The proposal is that bikes will only be allowed on trams in the off-peak, which will negate any impact on capacity. Further revenue funding has been identified for the next phase of work.

## **Financial Consequences – Capital**

It is estimated that approximately £5m - £8m in capital funding will be required to design and implement modifications to the Metrolink vehicles and infrastructure to allow the safe carriage of bikes. This will be sought through the capital pipeline but has not yet been allocated.

## **Number of attachments to the report:**

None.

## **Comments/recommendations from Overview & Scrutiny Committee**

Not applicable.

## **Background Papers**

The guided pilot was recommended in a paper to the BNC in January 2024. The paper summarises the safety and operational implications of allowing bikes on Metrolink.

Prior to this, the carriage of non-folding bikes on Metrolink was last considered formally by the Transport for Greater Manchester Committee in 2010. Technical studies and papers considered at that time are available on request.

## **Tracking/ Process**

Not applicable.

## **Exemption from call in**

Not applicable.

## **Overview and Scrutiny Committee**

Not applicable.

# 1. Introduction

- 1.1. TfGM is considering permitting the carriage of non-folding bikes on Metrolink. Consideration is also being given to adapted bikes used as mobility aids, scooters and a broader range of mobility scooters than are currently permitted.
- 1.2. Allowing bikes to be carried on Metrolink would contribute to network integration and enable active travel for the first/last mile of more journeys.
- 1.3. Metrolink currently allows folded bikes and provides cycle parking at most stops. Certain sizes of mobility scooters are also allowed, subject to a permit scheme.
- 1.4. The Metrolink network is designed to be as accessible as possible, with level boarding and step-free access at all stops, with some requiring lifts for this purpose. The trams are designed with two wheelchair spaces, which can also be used for pushchairs, prams and certain types of mobility scooters.
- 1.5. The idea of allowing bikes on Metrolink has been considered several times since Metrolink launched in 1992. TfGM is once again reconsidering this, to understand the physical or operational changes that are needed, if any, to permit the carriage of non-folding bikes on trams.
- 1.6. Last year TfGM commissioned a technical report on these issues and to learn lessons from other light rail and tram networks that permit bikes on board. To study the impact of non-folding bikes and adapted bikes on trams in practice, TfGM undertook a guided pilot during March and April 2024.
- 1.7. This report summarises the findings of the technical report and the guided pilot and makes recommendations to the Bee Network Committee regarding how to allow bikes to be carried on Metrolink. In summary, with modifications to the trams and tram stops, and with suitable operating procedures, the carriage of bikes on trams could be enabled during off-peak times.
- 1.8. If the committee is supportive of the policy change, TfGM will seek funding to further define the benefits and develop the proposal to enable an accurate cost plan and programme to be developed for full approval.
- 1.9. TfGM has drafted an Equality Impact Assessment for the proposed policy change and has engaged with several groups regarding the proposals. TfGM will continue to develop the EQIA to enable the proposed policy change to accommodate all passengers' needs and mitigate against any negative impacts identified.

1.10. The existing tram fleet is currently being modified for several safety-related projects including a project to prevent trams from over speeding, an enhanced radio system and another to detect and prevent tram-surfing. A renewal of the tram CCTV system is also required. Fleet modifications to accommodate the carriage of bikes would be added to this programme.

## **2. Benefits of allowing bikes on Metrolink**

- 2.1. Allowing bikes on Metrolink would align with the Greater Manchester Transport Strategy 2040 and the Active Travel Mission, which aims to build a world-class walking, wheeling and cycling network with a newly refreshed focus on the integration of public transport and active travel.
- 2.2. Allowing bikes to be carried on Metrolink will improve the interconnectivity between modes (tram, train and cycling) and this should then enable more combination trips by public transport and bike. However, it is difficult to assess the potential demand from customers wanting to take their bike on the tram. Currently, around 1% of passengers arrive at a tram stop by bike<sup>1</sup> whilst 73% walk. By allowing the carriage of bikes during off-peak times the catchment area of Metrolink could be widened as people may choose to cycle a little further than they are prepared to walk to get to a tram stop. This could boost patronage by tapping a new market during off-peak times when the services have capacity.
- 2.3. Allowing bikes to be carried on Metrolink will improve the accessibility of the network for those using an adapted bike as a mobility aid. It would also allow connection with national rail journeys, where bikes can already be carried.
- 2.4. People requiring adapted bikes are sometimes not able to use the shared cycle hire schemes and therefore being able to carry their own bike on Metrolink would enable more sustainable journeys. People living in areas not served by shared cycle hire schemes would benefit from being able to take their own bike on a tram.
- 2.5. Adapted bikes will be catered for through improvements to the mobility scooter policy, which will be broadened and simplified to remove barriers to access.

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<sup>1</sup> Tram Passenger Survey 2024

### **3. Issues for Consideration**

3.1. Previous studies into the carriage of bikes on trams highlighted several factors that must be addressed prior to implementation of a permanent solution. The main issues are listed below:

- Reduction in space for passengers on board the tram
- Sudden braking of the tram causing injury to customers
- Creating difficulties for circulation of passengers
- Obstructing boarding and alighting during short dwell times – resulting in timetable and reliability impacts
- Unstaffed trams making it difficult to enforce rules
- Reduction in capacity of some tram stops
- Difficulties in accessing some tram stops (lifts, ramps, steps, track crossings)
- Ease of travel for a range of passengers e.g. visually impaired and people using wheelchairs, prams and travelling with assistance dogs

3.2. Additionally, from discussions with user groups and a review of customer complaints, the existing Metrolink Mobility Scooter Permit Scheme has been found to present several barriers for those wanting to access the network on their scooters. A simplified Bee Network Mobility Policy, covering both bus and Metrolink, would seek to remove barriers to access and co-ordinate requirements across all modes in GM. This new policy could include using adapted bikes as mobility aids.

3.3. If the carriage of bikes on trams cannot be accommodated, then TfGM would explore alternative options such as improved cycle parking at stops, expansion of the cycle hire scheme area, enabling folded bikes to be purchased by those on lower incomes, and other factors which could improve connectivity between modes.

### **4. Guided pilot and research recommendations**

4.1. TfGM commissioned a technical report into the safe carriage of bikes on trams. The main recommendations are that the potential sharp application of tram brakes requires bikes to be secured when on board the tram to prevent injury. The report also recommends changes to some tram stops and identified that some stops will not be suitable for bikes on the platform due to overcrowding. Operational procedures and enforcement of guidance will also need to be considered and developed carefully with user groups and the Metrolink operator.

- 4.2. TfGM undertook a guided pilot earlier in 2024 to gain more insight into how the carriage of bikes could be accommodated safely. Working with the Metrolink Operator, Keolis Amey Metrolink (KAM), TfGM invited volunteers to take their bikes on specific journeys on Metrolink, accompanied by staff to ensure passenger safety. Further volunteers were recruited with a range of disabilities to understand the impact that bringing non-folding bikes on trams would have on them.
- 4.3. The pilot allowed closer observation of some of the issues listed above which provided insight into the identified risks and issues of this policy change. This guided approach enabled a pilot to take place whilst controlling the safety and operational risks as far as possible.
- 4.4. TfGM appointed researchers to observe the guided pilot, interview the volunteers, customers and staff and produce a report which has informed the safety risk assessment, Equality Impact Assessment (EQIA) and operational considerations in relation to requirements to enable a potential policy change.
- 4.5. The feedback from the guided pilot and discussions with disability groups revealed that the main concern was that the accessible spaces on the tram should be retained for use by disabled people, therefore, it is recommended that two separate spaces are provided on each vehicle for bikes. This means that the tram interiors and seating would need to be reconfigured to allow the safe carriage of bikes.
- 4.6. The recommendations of both the technical report and guided pilot are summarised here. Addressing these would enable bikes to be carried on Metrolink under certain conditions:
  - Bikes should be allowed only during quieter periods.
  - Bikes should not be allowed when football matches and other special events are taking place across the network.
  - All 147 trams need to be modified to reconfigure seats and provide 2 spaces for bikes to be carried and restrained (separately from the existing accessible spaces).
  - All 99 Metrolink stops, platforms and approaches to be assessed and risk mitigation measures to be installed if necessary (likely to be signage, floor markings, and possibly fencing).
  - Bikes to be loaded / unloaded using separate tram doors from the accessible boarding doors, to minimise interaction with passengers with accessibility needs.



- Clear signage is required on the trams and tram stops to communicate what is permitted.
- Clear rules and operating procedures need to be communicated and enforced by staff.
- The size and weight of bikes will need to be limited.
- Bike storage at Metrolink stops to be improved to enable people to leave their bikes at stops.
- Policy change proposals to be developed with the operator and equalities representatives to ensure that they are practical and suit the Metrolink network passengers.

## **5. Programme and next steps**

- 5.1. Subject to feedback from Bee Network Committee members, TfGM will engage a rolling stock (tram) designer to prepare designs for the modification of the 147 tram vehicles. The features of the designs will likely include modification of some seating, restraining equipment for bikes being carried, signage and other features inside the trams.
- 5.2. TfGM will engage with affected parties to optimise the design, considering the needs of passengers using wheelchairs, assistance dogs, prams and any other needs.
- 5.3. In tandem, TfGM will assess all 99 stops in depth across the Metrolink network and design and implement any modifications required to mitigate safety and operational risks. It is anticipated that several stops will not be suitable for bikes and this will be included in the communication of the rules and operating principles once the policy change is launched. For example, Market St stop is likely to be too narrow to accommodate bikes and crowds queuing for trams.
- 5.4. At the same time as designs are progressing, TfGM will liaise with the operator and affected parties to design the operating procedures to implement the policy change. Considerations will include clear communication of expectations of passengers, rules and regulations, and procedures for enforcement.
- 5.5. A more detailed cost estimate and benefits realisation plan will be developed to enable the decision for allocation of funding for implementation. However, early estimates range between £5 million and £8 million.

- 5.6. The outline programme is dependent on a number of factors, mainly a more detailed cost estimate, the timely allocation of funding, availability of contractors and maintaining fleet availability for good Metrolink network performance. The availability of the tram fleet is currently prioritised for the installation of several safety-related and renewal projects.
- 5.7. The earliest estimate for fully modified trams operating on any given route is late 2025.



## Bee Network Committee

Date: Thursday 12<sup>th</sup> December 2024  
Subject: Transport Infrastructure Pipeline  
Report of: Chris Barnes, Network Director Infrastructure, TfGM

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### Purpose of Report

This report provides an update on progress delivering a pipeline of transport infrastructure improvements to support the operation of the Bee Network: a high-quality, affordable and fully integrated public transport and active travel system which can support sustainable economic growth and increased productivity. The report makes a number of recommendations for members to support the continued development and delivery of the pipeline programme.

### Recommendations:

The Committee are requested to:

1. Note the current position, recent progress and key milestones on the transport infrastructure pipeline;
2. Note the submission of the Outline Business Case for the Bury Interchange Redevelopment scheme to the Department for Transport (DfT), as a CRSTS retained scheme; and
3. Approve the drawdown of CRSTS funding and associated scheme progression as follows:
  - Bury Interchange Redevelopment: £1.55m; and
  - Metrolink Renewals Supervisory and Controls System: £3.6m.

### Contact Officers

Chris Barnes            Network Director, Infrastructure, TfGM    [chris.barnes@tfgm.com](mailto:chris.barnes@tfgm.com)

Richard Nickson       Network Director, Active Travel, TfGM    [richard.nickson@tfgm.com](mailto:richard.nickson@tfgm.com)

# Equalities Impact, Carbon and Sustainability Assessment:

**Recommendation - Key points for decision-makers**

Insert text

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**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

**Further Assessment(s):** Equalities Impact Assessment and Carbon Assessment

<b>G</b> Positive impacts overall, whether long or short term.	<b>A</b> Mix of positive and negative impacts. Trade-offs to consider.	<b>R</b> Mostly negative, with at least one positive aspect. Trade-offs to consider.	<b>RR</b> Negative impacts overall.
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**Carbon Assessment**

**Overall Score**  

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	<span style="background-color: #27ae60; width: 15px; height: 15px; display: inline-block;"></span>	
Roads, Parking and Vehicle Access	<span style="background-color: #4a90e2; width: 15px; height: 15px; display: inline-block;"></span>	
Access to amenities	<span style="background-color: #27ae60; width: 15px; height: 15px; display: inline-block;"></span>	
Vehicle procurement	N/A	

**Land Use**

Land use	<span style="background-color: #4a90e2; width: 15px; height: 15px; display: inline-block;"></span>	
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No associated carbon impacts expected.	<span style="background-color: #27ae60; width: 15px; height: 15px; display: inline-block;"></span> High standard in terms of practice and awareness on carbon.	<span style="background-color: #4a90e2; width: 15px; height: 15px; display: inline-block;"></span> Mostly best practice with a good level of awareness on carbon.	<span style="background-color: #f1c40f; width: 15px; height: 15px; display: inline-block;"></span> Partially meets best practice/ awareness, significant room to improve.	<span style="background-color: #34495e; width: 15px; height: 15px; display: inline-block;"></span> Not best practice and/ or insufficient awareness of carbon impacts.
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## Risk Management

The recommendations of this report will enable the continued development and delivery of the Bee Network infrastructure pipeline and prioritised infrastructure expenditure. This will mitigate the programme risk of not fully expending the funding awarded by Government. A programme risk register is maintained and updated regularly by TfGM.

## Legal Considerations

There is a significant contract workstream supporting the delivery of the Capital Programme which is being supported and delivered by both internal and external legal

teams. The Legal Delivery/Funding Agreements in respect of the allocation of MCF, Active Travel and CRSTS funding will be produced and implemented for full scheme and development costs approvals as appropriate using the template agreements agreed with GMCA.

## **Financial Consequences – Revenue**

There are no specific financial (revenue) consequences arising from the recommendations in this report.

## **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)
- 25 July 2024 – BNC CRSTS Annual Report 2023-24 and updated Delivery Plan

## **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. Introduction

- 1.1. The transport infrastructure pipeline is a key enabler to delivering the Bee Network – Greater Manchester’s plan for a high-quality, affordable and fully integrated public transport and active travel system for the people and businesses of Greater Manchester.
- 1.2. The Bee Network is pivotal in delivering sustainable economic growth, increased productivity and the city region’s objectives, set out in the Greater Manchester Strategy, by connecting people with education, jobs and opportunity, unlocking development, enabling housing growth, acting as a catalyst for regeneration, reducing carbon emissions and supporting social inclusion and active and healthy lifestyles.
- 1.3. Greater Manchester has led the way in reforming and improving its transport network, and we are now in the transition phase with some elements of the Bee Network already starting to change the way in which people travel across the city-region. As pioneers of bus franchising, we now have local control of our most-used form of public transport, in addition to the largest light rail network in the country – Metrolink.
- 1.4. Key to the delivery of the Bee Network is a programme of investment in transport infrastructure with an anticipated aggregate value between £3.5bn and £4bn to the end of the financial year 2031/32. The transport infrastructure pipeline will deliver a wide range of infrastructure schemes to improve the performance, resilience and customer experience of using the Bee Network, including a world-class walking, wheeling and cycling network; expanded cycle hire and loan services, new stations, stops and interchanges; bus priority measures, systems to support integrated ticketing; and asset renewal to maintain and improve network safety and resilience.
- 1.5. Discussions continue to take place with Department for Transport (DfT) officials regarding Greater Manchester’s CRSTS2 allocation for the period April 2027 to March 2032. The indicative CRSTS2 allocation for GM is c£2.5bn, contributing to a total infrastructure investment pipeline of between £3.5bn and £4bn.
- 1.6. The 30 October Budget confirmed further national allocations for CRSTS1 of £155m capital and £68m revenue and it is anticipated that details of the associated regional allocations will be advised in the near future.

- 1.7. GM's CRSTS2 allocation will form part of GM's Single Settlement in due course ensuring investment is contributing to the delivery of GM's wider objectives, in particular the GM Growth Plan and associated 'whole place' outcomes. The development of GM's investment proposals for CRSTS2 will be informed by the Local Transport Plan (LTP) refresh process which is already underway. Regular updates on progress will be brought to this Committee.
- 1.8. Work to develop and deliver the schemes within the Transport Pipeline Programme continues at pace. Circa £563.1m of the £1.27bn CRSTS1 and match funding has now been released and, including the approvals requested through this report, 58 of the original target of 60 CRSTS Strategic Outline Business Cases (SOBCs) will have been approved to date, together with 5 Outline Business Cases (OBCs) and 7 Full Business Cases (FBCs). In addition, works currently on site at Daisy Hill and Irlam to deliver Access for All stations and works fully completed at Stockport Interchange and Manchester Ancoats Streets for All scheme.
- 1.9. 64 FBCs in the Mayor's Walking and Cycling Challenge Fund (MCF) Programme have been approved, 49 of which were funded from Transforming Cities Funding (TCF) funding with a total approved value of £115m; with the remaining 15 funded through CRSTS1 with a total approved value of £49.1m.
- 1.10. Subsequent to the commencement of the CRSTS1 investment period, officers have undertaken regular reviews of the current delivery status of the programme generally and its associated alignment with emerging local and national strategic priorities. The outcome of the most recent review will be reported to the Committee and GMCA in January.
- 1.11. Key achievements in the period include completion of remediation works at the Radcliffe and Whitefield Park and Ride sites; and the start of site works for the Alexandra Park walking and wheeling junction improvement scheme in Manchester, which is set to complete before Christmas and which represents the last of 7 crossing and signal upgrade schemes which have been delivered across GM using monies from the fourth round of the national Active Travel Fund (ATF4).

## 2. CRSTS Funding Drawdown Requests and Scheme Progression

- 2.1. Following a review of the scheme business cases (Strategic Outline Business Case (SOBC), Outline Business Case (OBC) or Full Business Case (FBC), as appropriate) 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.

### **Bury Interchange Redevelopment**

- 2.2. The Bury Interchange Redevelopment scheme will deliver a new transport interchange at Bury with significantly improved passenger facilities for bus, Metrolink and active travel to support people changing travel behaviour from cars to public transport.
- 2.3. With strong local support from Bury Council and town centre stakeholders, the redevelopment is an important part of the Town Centre Masterplan. The scheme will develop a northern transport hub which connects with existing and planned new public transport schemes such as Tram-Train to Rochdale, Quality Bus Transit from Bolton to Rochdale and other new bus, cycle and walking improvements.
- 2.4. The scheme has been retained for ultimate approval by DfT with the Strategic Outline Business Case (SOBC) being approved by Government in March 2023 on the basis of a requirement to explore a 'credible low cost, low carbon' alternative option at the Outline Business Case (OBC) stage. This has been progressed throughout 2023 and 2024 and has now produced a draft outcome, subject to both GM and government approvals.
- 2.5. The OBC has identified a preferred option, with a strong strategic case and a high benefit-cost ratio. The alternative 'credible low cost, low carbon' option – a concourse open to the elements, with much lower levels of shelter for customers – has a slightly higher benefit-cost ratio than the preferred option, but has poor alignment with the scheme objectives, delivers a lower net present value (i.e. fewer benefits), lower non-monetised benefits, and does not meet stakeholder expectations.
- 2.6. BNC are requested to note that the OBC for the interchange only scheme was subject to a Conditional Approval Gateway Assurance Process undertaken by



TfGM, which concluded that the scheme requirements had been substantially met. Consequently, the OBC was approved and GM Conditional Approval confirmed under the relevant officer delegations. The OBC is planned to be submitted to Government in December.

- 2.7. The Metrolink Southern Access element of this scheme is being progressed as an advance work package to enable continuation of Metrolink services whilst the main interchange is redeveloped, as well as providing a permanent new access to the interchange from the south.
- 2.8. Design work to RIBA Stage 3, and associated essential surveys required to inform this design, are currently underway. BNC is requested to approve the drawdown of £1.55m of CRSTS funding allocated to the Bury Interchange Redevelopment scheme to enable progression of the enabling works package to RIBA 4 detailed design, together with further associated essential survey works which are required to inform this design work to ensure the scheme remains on schedule.
- 2.9. BNC will note that an unrelated funding request of £1.55m was approved at its meeting in November to progress design and development of a potential residential element to RIBA Stage 2, which will be undertaken separate to and alongside associated refinement of the main interchange design.



*Bury Interchange*



*Bury Interchange Redevelopment scheme visualisation.*

### **Metrolink Renewals Supervisory and Controls System**

- 2.10. Metrolink requires an ongoing programme of prioritised renewals to enable the continued safe and reliable operation of the network.
- 2.11. Significant work is undertaken on an ongoing basis 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.
- 2.12. The Metrolink Supervisory & Controls System (MSCS) is a group of systems and sub-systems, which includes the Tram Management System (TMS) and all TMS associated sub-systems (Metrolink CCTV, Customer Emergency Help Points, Customer Information, Customer Announcement, Traction Power and Radio systems etc) and the physical assets that enable those systems to function.
- 2.13. The key functions of MSCS includes:
- Safe routing of trams across the network;
  - Management of 'conflict' at junctions;
  - Supervisory and control functionality over signalling and traction power; and
  - Provides different ways of communicating critical information between the network, operator and customer.
- 2.14. Reliability, capacity and speed are significant factors affecting patronage. The prioritised Metrolink renewals programme, which includes the renewal of MSCS, reflects this to ensure the ongoing realisation of the benefits as defined within the original Metrolink extension Business Cases. The renewal of MSCS will also

provide flexibility for future changes to the network and/or the way it operates with failure to achieve delivery of MSCS resulting in adverse impacts to the customer experience and constraining future changes to the network.

- 2.15. An allocation of £6m was included within the re-baselined CRSTS programme to enable the MSCS technical requirements to be determined; surveys and investigations to be undertaken; and the development of a bespoke procurement / contractual approach to deliver the complex, safety and operationally critical MSCS programme of works.
- 2.16. BNC is requested to approve an initial drawdown of £3.6m of CRSTS funding to enable the above activities to be undertaken, including the issue of a Preliminary Market Engagement Notice & Planned Procurement Notice to the supplier market.

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## Bee Network Committee

Date: Thursday 12<sup>th</sup> December 2024  
Subject: Delivering the Bee Network – Network Performance  
Report of: Danny Vaughan, Chief Network Officer, TfGM

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### **Purpose of Report**

To provide Bee Network Committee with an overview of the performance of Greater Manchester's transport network for the period March 2024 – November 2024, and to update on preparations for implementation the final tranche of bus franchising.

### **Recommendations:**

Bee Network Committee is requested to note and comment on the performance of Greater Manchester's Transport Network and preparation for the completion of bus franchising.

### **Contact Officers**

Danny Vaughan, Chief Network Officer, TfGM

[daniel.vaughan@tfgm.com](mailto:daniel.vaughan@tfgm.com)

## **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

## **Bee Network Committee**

Report will be considered by Bee Network Committee on Thursday 12<sup>th</sup> December.

## **Overview and Scrutiny Committee**

N/A

# 1. Executive Summary

- 1.1. This report provides an overview of the performance of the transport network for the period March 2024 – November 2024.
- 1.2. It summarises some of the key challenges and incidents which have impacted on network performance over the last quarter and provides metrics for reliability, patronage, safety, and security.
- 1.3. It highlights some of the interventions being implemented to improve network performance, and outlines major engineering works due to take place on the Metrolink network during 2025 as part of the Metrolink Renewals and Enhancements Programme.
- 1.4. The report also gives a short update on preparation for the third and final tranche of bus franchising.

## **The Bee Network – one year on**

- 1.5. September marked the one-year anniversary of the Bee Network. With buses back under local control, passengers are getting the benefit of cheaper, cleaner more reliable services. Since the launch there have been more than 75 million passenger journeys on Bee Network bus services delivering year on year growth of 5% on the franchised network.
- 1.6. Greater control has enabled us to make improvements to services. From September a pilot of 24-hour Bee Network services commenced. The services on the V1 and 36 routes connecting Manchester with Leigh and Bolton via Salford run at least every hour both ways, 24 hours a day, seven days a week. The Night buses are proving popular with those working in or enjoying Greater Manchester's night-time economy with around 7,000 people getting onboard in the first month alone.
- 1.7. The development of the Bee Network has also seen revised timetables, more frequent services, and the launch of the first new bus route introduced by the Bee Network during October. The new 615 route connects the town and surrounding areas with Middlebrook retail park. The service has been a welcome addition to the network in the run up to Christmas. The first phase of performance improvements in the Tranche 2 area saw the introduction of additional vehicles on the 59, 83, 84 services as well as the Manchester city centre free bus.

- 1.8. Improvements to the Bee Network App have seen better real time information such as live tracking of buses and improved information during disruption. Further enhancements are planned to incorporate travel alerts into the app and journey planner. Since launch, the Bee Network App has been downloaded more than 674k times.
- 1.9. Work continues to improve services and customer experience with feedback from passengers used to help direct improvements in the on-bus experience and the reliability of the service.

### **Safety**

- 1.10. Two significant safety incidents affecting the Bee Network received national media coverage during October and November.
- 1.11. A head-on collision between a tram and bus on Mosley Street on Friday 18 October left the driver seriously injured and three passengers with minor injuries. The incident led to disruption to services with the closure of Piccadilly Gardens Bus Station for 4 hours. A TfGM led investigation into the incident is ongoing.
- 1.12. In a second incident on Saturday 09 November two Bee Network buses collided on the A664 Rochdale Road close to the regional centre. The incident left 13 people needing hospital treatment, three with serious injuries. The A664 Rochdale Road was closed for 3 hours with bus services and traffic diverted. TfGM are working with GMP and the operator to understand the cause of the incident.
- 1.13. Accidents like those above are unacceptable on our transport network. There is nothing more important than the safety of both passengers and staff who keep the city-region moving.
- 1.14. TfGM is working with all Bee Network operators, including bus operators and representatives from Metrolink and the rail industry, as well as with Greater Manchester Police, highways experts and the trades unions, with a view to improving safety performance and setting a new gold standard for safety across all forms of public transport and active travel. A joint Bee Network Safety Plan is being developed, aligned to the Vision Zero strategy and action plan.



## **Delivering for events**

- 1.15. Passenger numbers on Manchester City Matchday Bus Services, delivered in partnership with Manchester City Football Club, continue to grow with the first games of the season seeing more than 600 people using a Matchday Bus Service – 13% higher than last year’s busiest match. The network and ticketing have been adapted for the 2024-25 season. Buses now operate on 15 routes (compared to 17 last season), covering 64 stops and pricing has been tailored to make it even more appealing to families. Children under the age of five can now travel for free, and those under the age of 16 will have a discount of 50%.
- 1.16. GM will host major events at venues in and around the regional centre during a programme which intensifies in the run up to the New Year. The programme has already seen the MTV music awards at Co-op Live delivered and the UK’s biggest Christmas Market commence on 08 November. These events pose a challenge to the transport network and TfGM has developed strong partnerships with event organisers to make sure that these occasions run as seamlessly as possible.
- 1.17. The Christmas period is also seeing an increase in journeys and road traffic congestion. TfGM is providing additional services and enhanced operational tactics to manage the impact of congestion. Additionally, TfGM has issued a range of customer messages and marketing campaigns to encourage people to use public transport and behave safely when travelling.

## **Growing Patronage and Revenue**

- 1.18. October saw the highest passenger numbers on the bus network since the launch of the Bee Network (and post-pandemic). Patronage during October 2024 was 7% up on October 2023. Total bus patronage for the 12 months ending October 2024 is up 5% year on year. Bus revenue has outperformed the budget target in every month of the year so far. Year-to-date there is a positive variance against budget of 9% mitigating wider financial pressures across transport operations.
- 1.19. October saw record passenger numbers on the Metrolink network with 4.12 million journeys. Year on year Metrolink journeys are 15% up (the 12 months ending October 2024 compared to the 12 months ending October 2023).
- 1.20. Metrolink fare evasion has fallen by more than third following the introduction of a plan to tackle fare evasion 12 months ago. Measures delivered included increasing the penalty fare from £100 to £120, recruiting an additional 50 customer service

representatives (CSRs) to bring the total number of frontline staff to 169 across the network and the roll out of new inspection devices. More than 5 million ticket inspections are now undertaken each year. This new approach is on target to generate an extra £2 million in net revenue per year.

- 1.21. TESO deployments during October delivered a 50% increase in ticket inspections on Bee Network buses. TSEO Bus Revenue Inspection activity during October included: 7,294 Buses boarded, 113,266 passenger tickets checked, and 48 passes or ticket withdrawn. TSEOs also supported User Acceptance Testing of the new penalty fare app. The software has now received technical acceptance. Officers will receive training to issue Penalty Fare Notices on bus throughout November and December.

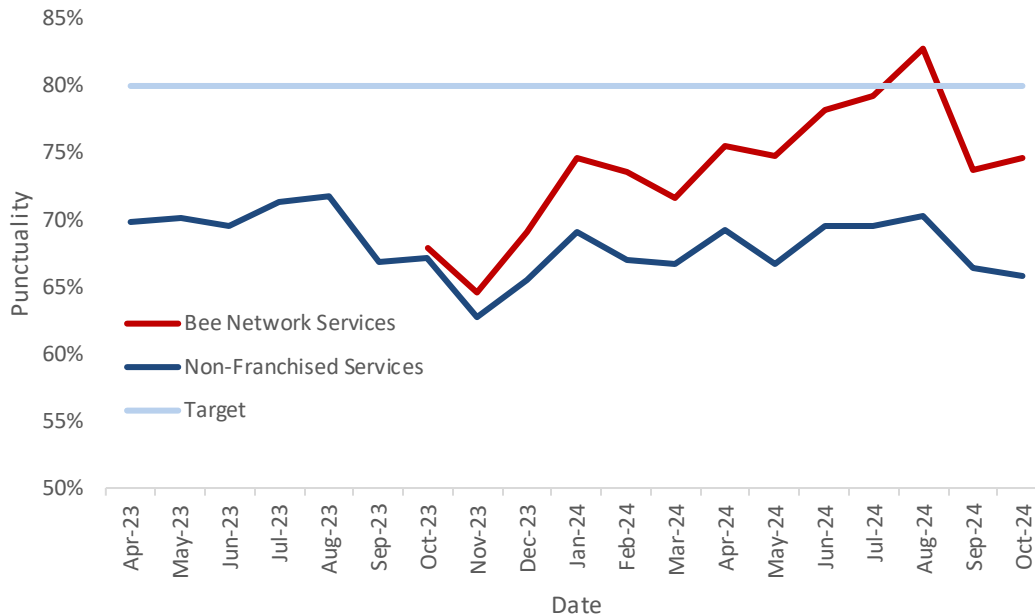
## **2. Reliability**

### **Bus**

- 2.1. Punctuality for the franchised network continues to track above both the non-franchised network.
- 2.2. A range of initiatives to improve the performance of franchised bus services are being delivered including service improvement measures, priority for late running buses at traffic signals and tackling the impact of roadworks through closer working relationships with districts and roadwork promoters.
- 2.3. A package of service improvement measures, including new timetables across some services in tranches 1 and 2, and additional buses on the Manchester city centre free bus and the 59, 83, 84 services, were introduced on 27 October and 17 November 2024. New timetables on some routes operated by First Manchester are showing significant improvements in punctuality with both start point and mid-point punctuality up 5% on figures under the old timetables.
- 2.4. The overall age and standard of the fleet continues to improve with 10 new Zero Emission Buses received at Oldham depot. Additionally, 140 new buses have also started to arrive ahead of the launch of Tranche 3 in January and plans have been approved to invest £71 million to further expand and bolster the fleet, delivering a step change in the experience for passengers with new, cleaner, and accessible buses.

- 2.5. Delivering on our commitment to transparency and accountability, weekly reporting of bus performance continues to be published. Performance figures are posted on X (formerly Twitter) and linked to a more detailed report on the TfGM website.

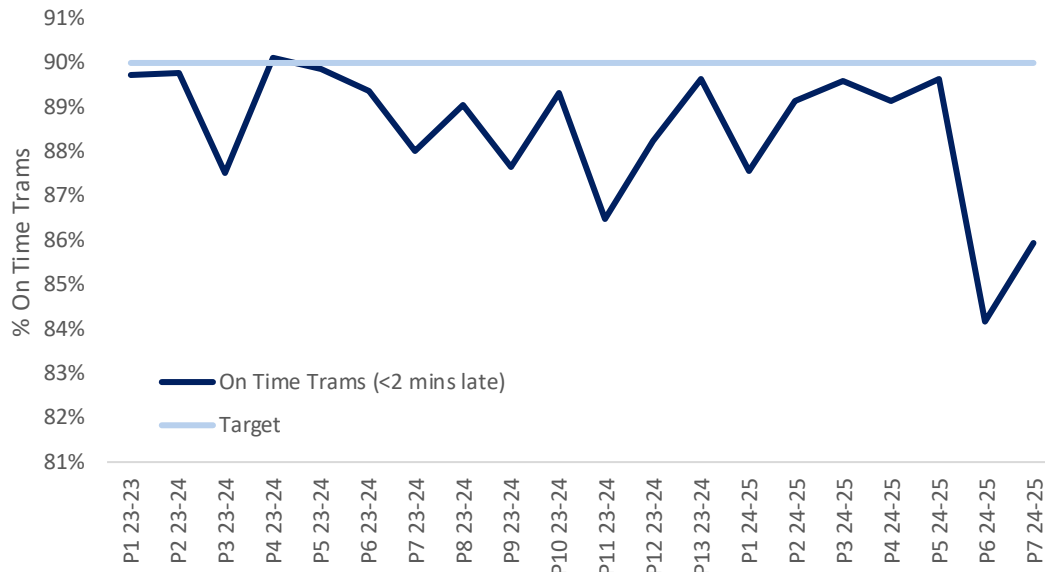
**Chart 1: Bus Punctuality**



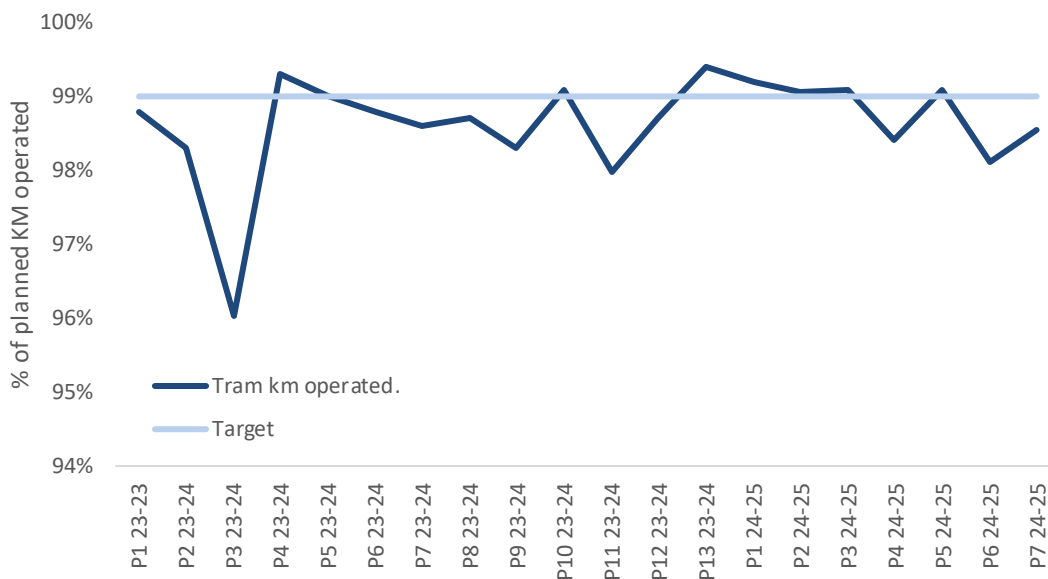
**Metrolink**

- 2.6. Autumn has been a challenging period for Metrolink performance with punctuality and reliability affected by significant stand-alone events including, the derailment at Cornbrook and trees on overhead lines (across multiple lines) due to adverse weather.
- 2.7. Punctuality was also affected by late running on the Rochdale line due to speed restrictions because of the Derker land slip which had caused a partial closure of the Oldham and Rochdale Line during the summer. Away from these one-off incidents performance remains good and has returned to a positive trend following a timetable change in November.
- 2.8. The final disruptive phase of the 2024 Metrolink renewals programme has been delivered. The programme has seen £21.4 million invested to improve the Metrolink network over the year and is part of a planned £147 million package to maintain and upgrade the network up to 2027. These works will deliver improvements in punctuality, reliability, and safety.

**Chart 2: Metrolink Reliability**



**Chart 3: Metrolink Planned Operated Mileage**



2.9. An enhanced approach to tackling fare evasion was launched 12 months ago with an increase in the fine for travelling without a ticket, more staff checking tickets and new inspection devices. Since these measures were introduced, fare evasion has fallen by more than a third.

2.10. Further analysis is required to link cause and effect. However, revenue inspection activity may be disrupting and deterring those who looking cause trouble on the network. Over the same period the number of reported incidents of crime and anti-social behaviour (ASB) on the Metrolink network has also fallen. During the 12

months to October 2024 reported incidents of crime and ASB were 31% down on the equivalent period to October 2023.

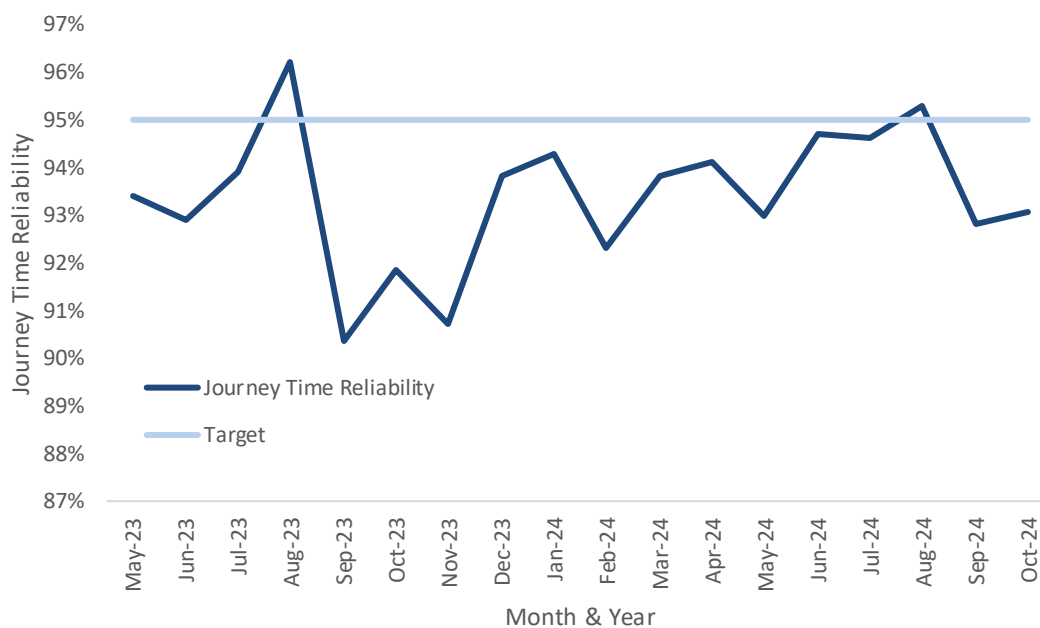
## **Highways**

- 2.11. The traffic signal asset continues to be used as a key tool for managing journeys across all modes. Including priority across the Metrolink network and for late running buses, 1 in 4 junctions (around half of the locations feasible) are now providing priority for public transport.
- 2.12. Delivery of bus priority has been focussed on routes in Tranche 1 and 2. Priority measures to support Tranche 3 services will be identified once Automatic Vehicle Location (AVL) data from Bee Network buses becomes available (in January 2025).
- 2.13. Additionally, to compliment the ongoing upgrade of junctions to improve active travel facilities which has seen new or enhanced pedestrian facilities commissioned in districts across GM a review of pedestrian facilities has seen a reduction in pedestrian wait times at 189 crossings across GM this year so far.
- 2.14. More than £7 million in funding has been approved for improvements to junctions near new schools and separated pedestrian and cycle lanes. The schemes in Radcliffe and Salford will deliver improvements in safety, better active travel facilities and easier access to the public transport network.
- 2.15. Traffic engineers continue to work within TfGM's Operational Control Centre (OCC) to monitor the network, making changes to the signal timings when necessary. In addition, there are a growing number of signal strategies for known or recurrent issues. These signal strategies can be deployed instantly by the OCC 24/7.
- 2.16. Managing seasonal increases in congestion and pedestrian activity has been a major focus. During December, weekend traffic volumes in the Regional Centre are typically 12% above average, equivalent to an addition 80,000 journeys to, from or through the Regional Centre.
- 2.17. A range of measures are in place to help manage the network through the seasonal congestion and the busy events schedule including roadwork embargo, interventions by the OCC and amended signal timings as well as co-ordination with highways authorities targeting enforcement activity (by both Police and Local Authorities) and temporary traffic regulation orders.

2.18. The routes in and around the regional centre continue to see significant schemes delivering improved facilities for cycling and walking. The extension of the Deansgate Active Travel scheme is now on street with a scheme on Chapel Street in Salford programmed for the new year. The effects of these schemes on highway capacity will be monitored.

2.19. TfGM continues to work with Google on an artificial intelligence (AI) project to ensure signal timings are optimised to reduce stop-start traffic and associated vehicle emissions. This initiative has delivered local benefits where signal timings were adjusted. Additionally, having the performance and operation of GM's signal asset reviewed by an independent third party provides assurance that the signal network is working well with the development of the asset and day to day operation delivering benefits.

**Chart 4: Highway Journey Time Reliability**



2.20. Works to enhance TfGM's Operational Control Centre have been completed. The new space enables bus franchise operators, TravelSafe, GM Police as well as Customer Communications and Control Centre colleagues from TfGM to be co-located, delivering a coordinated approach to managing the Bee Network.

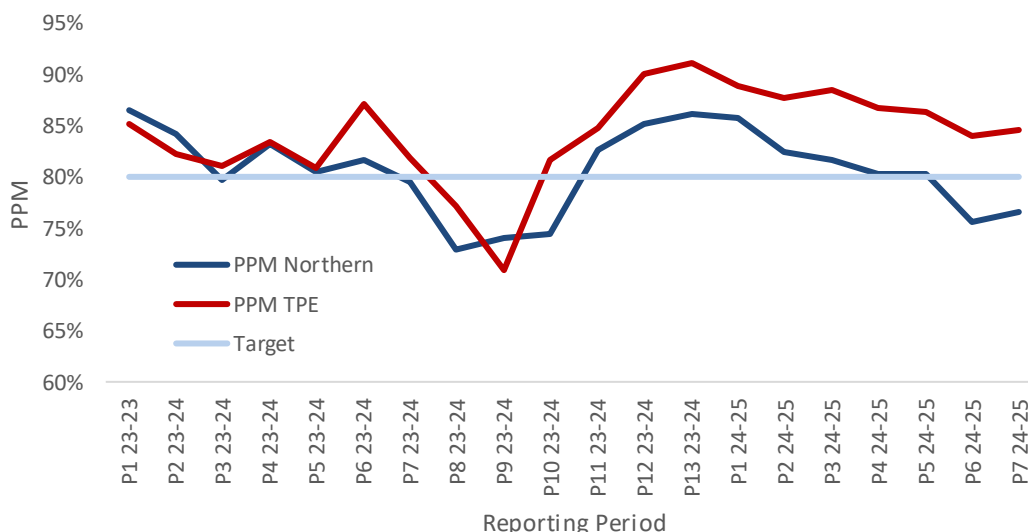
**Rail**

2.21. In September members of the ASLEF Union (train drivers) accepted a pay deal that brought an end to more than two years of strike action on the rail network. The offer

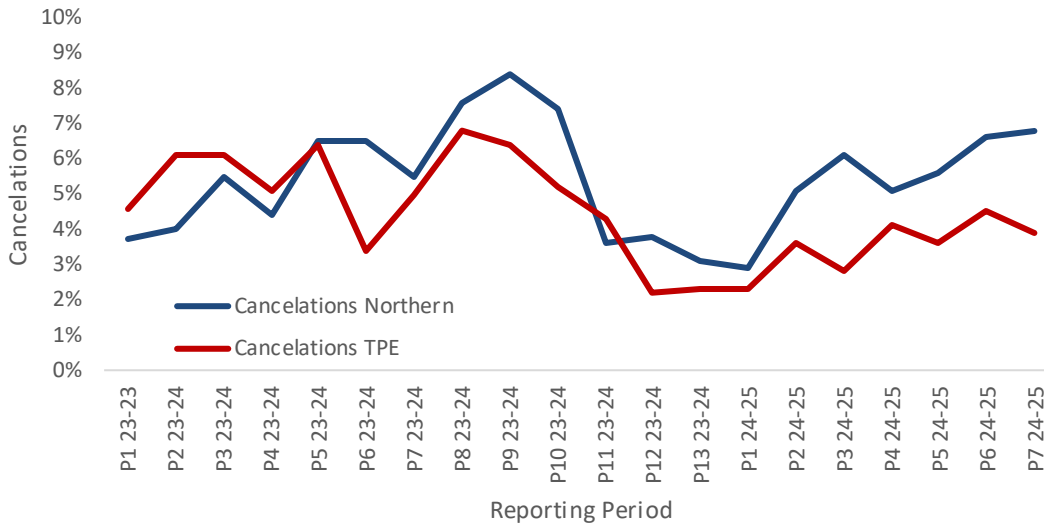
included a 5% backdated pay rise for 2022-23, a 4.75% rise for 2023-24, and a 4.5% increase for 2024-25.

- 2.22. Crew availability at Northern continues to be a challenge for service delivery. Northern issued a “Do No Travel” notice on multiple GM routes on consecutive Sundays. Northern are not operating up to half of planned services, with Sundays being the most affected day. A rest day working agreement for drivers at Northern has been confirmed for 3 years. This will help reduce cancellations.
- 2.23. The latest period saw operational performance steady on public performance measure (PPM) but declines on Right Time (RT) at final destination for all six GM train operating companies (TOCs). Only Northern and TfW managed to achieve 1 in 2 trains arriving on time. The worst performing operator on the RT metric continues to be Avanti West Coast, where only one in around seven trains arrived at its final destination on time on the Manchester to Euston route.
- 2.24. The latest ORR quarterly figures (April – June 2024) show Avanti was the worst operator across Great Britain (GB) in terms of ‘on time trains’, achieving just 41.2% in the latest quarter (this was 4.9% down on the previous quarter), with the latest GB average at 70.1%.
- 2.25. The ORR performance data (April – June 2024) shows a continuing increase in the total number of trains operated in GB. The latest data shows there were 5% more planned trains compared to the same quarter in 2023. Nationally, there have been declines in both punctuality and reliability, with more trains operating late and increases in cancellations compared to the previous year.

**Chart 5: Public Performance Measure (PPM)**



**Chart 6: Percentage Cancellations**



### 3. Safety and Security

#### TravelSafe

- 3.1. During the 12 Months to October 2024, there has been an increase in the number of reported incidents of crime and ASB to the TravelSafe Partnership (TSP). In part, this is believed to be a result of the increase in the number of TravelSafe Support and Enforcement Officers (TSEOs) deployed across the Bee Network making it easier for passengers to report incidents
- 3.2. Key themes remain youth related incidents and incidents associated with homelessness. Together these account for more than half of all reported incidents of crime and ASB on the public transport network. Incidents related to missiles being thrown at vehicles continues to be a concern.
- 3.3. Between March and November, TravelSafe enforcement activity saw 73 exclusion notices (removing the implied permission of entry to our sites) issued to prolific offenders, as well as 366 tickets and travel passes removed.
- 3.4. 98 TSP operations have taken place across the period and Operation AVRO<sup>1</sup> (Transport) took place on the 19 July, scheduled to coincide with the end of the school term. The results of this operation are detailed in the infographic overleaf.

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<sup>1</sup> Operation AVRO is a Greater Manchester Police, force-wide monthly day of action which runs in a different district each month to target criminality.





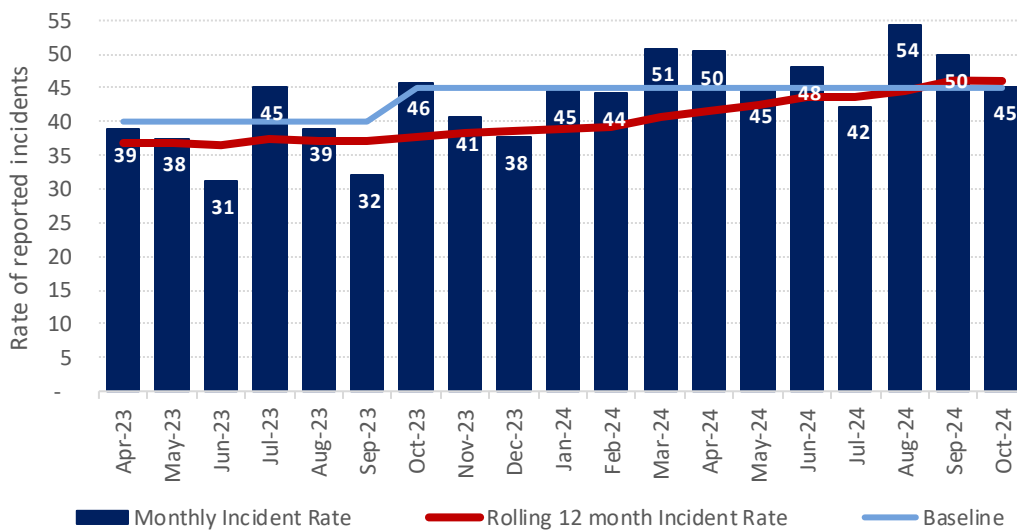
- 3.5. The TravelSafe education and engagement programme delivered sessions to 15,000 young people between March - November. This included several sessions using virtual reality headsets which have been well received by both staff and pupils as well as exploring new joint working opportunities in partnership with GMFRS at the Fire Safety Centre in Bury.
- 3.6. TravelSafe commissioned deployments by Foundation 92 detached youth workers have continued to take place across the network, targeting youth ASB hotspot areas and ensuring referrals back into local authorities. Over 3,400 young people have been engaged by this outreach capability across the period.
- 3.7. September marked twelve months of having TravelSafe Support and Enforcement Officers (TSEOs) deployed across the Bee Network. A summary of outcomes is shown below.



- 3.8. To support the launch of the night bus pilot, an additional team of TSEOs were formed to provide overnight safety and security provision. These officers work between 2200-0800 hrs to support staff and customers. TSEOs maintain a visible presence at key route locations and assist with service loadings, as necessary.

- 3.9. To further enhance safety on night bus services, the TSP has partnered with Strut Safe, a UK charity that offers a free (national) phone service for anyone wishing ‘companionship’ when travelling alone. The service is advertised across all night bus services alongside LiveChat reporting.
- 3.10. Recruitment of additional TSEOs ahead of the start of the third and final tranche of bus franchising is well underway and a new hub will be opened at Stockport Interchange.
- 3.11. TSP has launched two campaigns within the period:
  - A summer ASB campaign ‘don’t get ghosted’ ran from 12 August to 15 September. This performed well with feedback that young people were playing back the campaign messages to youth teams.
  - ‘Help the scene. Intervene’ supporting safety of women and girls, is currently live. This campaign aims to promote safe, active bystander intervention and was co-designed with the support of the GMCA Gender Based Violence Lived Experience Panel.

**Chart 7: TravelSafe rate of reported incidents of Crime and ASB per million passenger journeys.**



- 3.12. The baseline was adjusted from September 2023 to reflected increase in reporting due to the deployment of TSEOs.

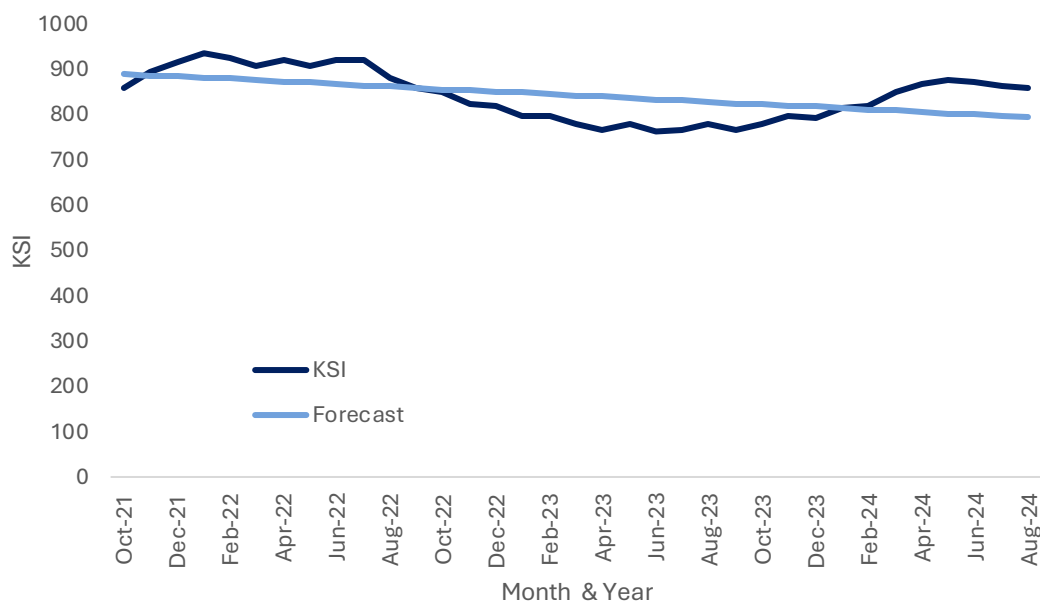
**Highways**

- 3.13. The Vision Zero Strategy and Action Plan was launched in November following approval by GMCA. Ahead of launch, Vision Zero showcase activity took place

during road safety week (week commencing 18 Nov). Including, AI camera trials, the relaunch of GMP’s Operation Snap, education-based activities, and the announcement of the Vision Zero Innovation Fund.

- 3.14. Latest data shows the 12-month (to Apr 2024) there were 857 people killed or seriously injured on GM roads. This is a 0.8% decrease in KSIs from the average of the 36-month period ending April 2023 (856.7) but is above the DfT forecast of 795.

**Chart 8: Killed and Seriously Injured Casualties (KSI) (Rolling 12 Months)**



- 3.15. The programme of road safety campaigns continues with a pedestrian focussed campaign targeting drivers during the winter months launched in October and a Don’t Drink/Drug Drive campaign in development with partners (particularly GMP) ahead of festive period.
- 3.16. Safety camera upgrades continues with average speed cameras now being delivered. Sites which have previously been vandalised are scheduled for replacement during November. The sites, and others in the vicinity are being fitted with an anti-vandal cover.

**Communications**

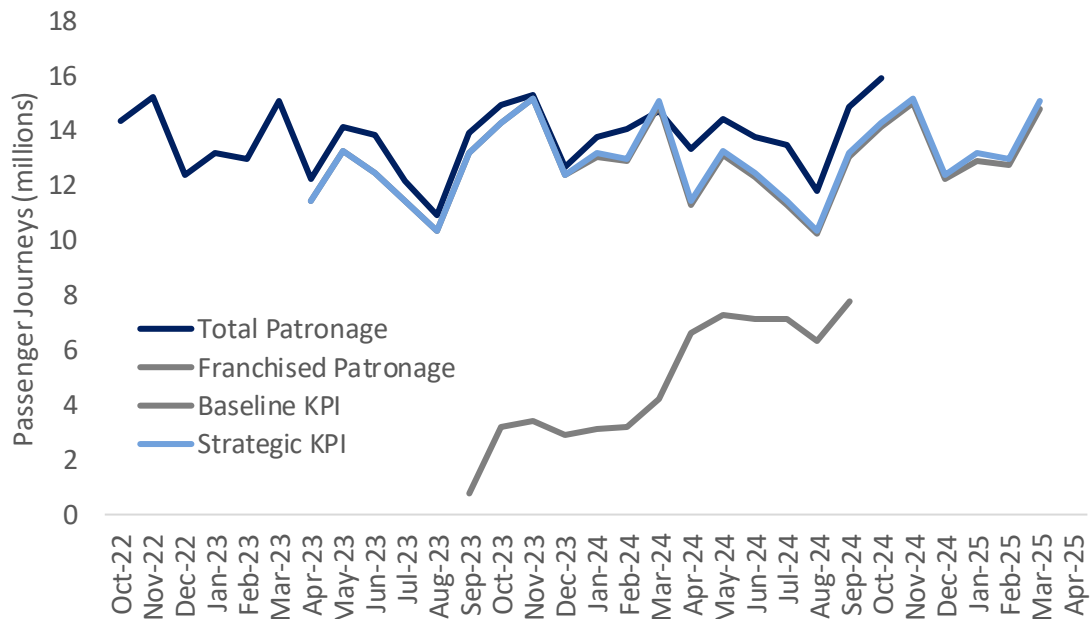
- 3.17. Travel demand management (TDM) plays an important role in managing the network and delivering customer information during periods of exceptional demand and/or disruption. In addition to ongoing activity supporting events and major works programmes, a TDM plan is being delivered throughout the Christmas market period. The plan is designed to both help manage the impact of increased trip numbers and congestion as well as maximise revenue opportunities.

## 4. Passenger Journeys and Revenue

### Bus

- 4.1. Patronage on the bus network continues to grow. Passenger journeys are 5% up year on year and October 2024 saw patronage at its highest level since the introduction of the Bee Network (and post pandemic).

**Chart 9: Bus passenger journeys (millions)**



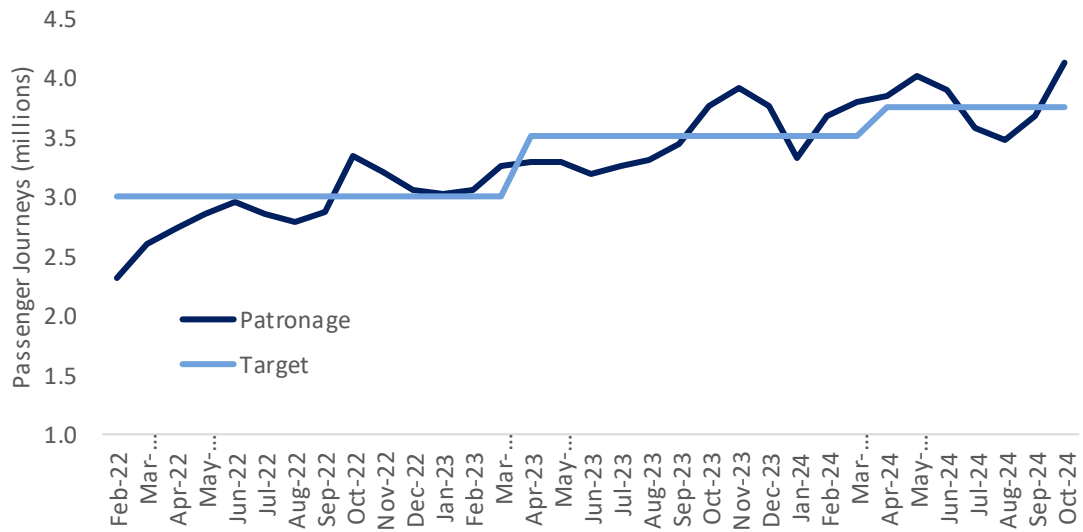
- 4.2. The introduction of the first new service under franchising (the 615) on 27 October 2024, has seen a very positive start in terms of patronage, as has the increased frequency on the 132 service. There has been on average of 752 passengers per week on the service 615 and a 39% increase in patronage on the service 132 ½ hourly service when compared with the hourly service, in its first 2 weeks.

### Metrolink

- 4.3. A new record for Metrolink passenger journeys was set in October with patronage up 15% year on year (rolling 12 month). Year to date Metrolink revenue is showing year on year growth of 11%. However, this is 1.3% down on the challenge target set for the financial year.
- 4.4. Both patronage and revenue were affected by a number of challenges during the summer months. Closures due to engineering works, civil disorder and subsequent changes in travel behaviour and the unplanned closure between Oldham Mumps and Rochdale due to a landslip all had an effect.

- 4.5. Strong patronage numbers during Q3 (October to December) are critical to Metrolink achieving the ambitious targets set at the start of the financial year.

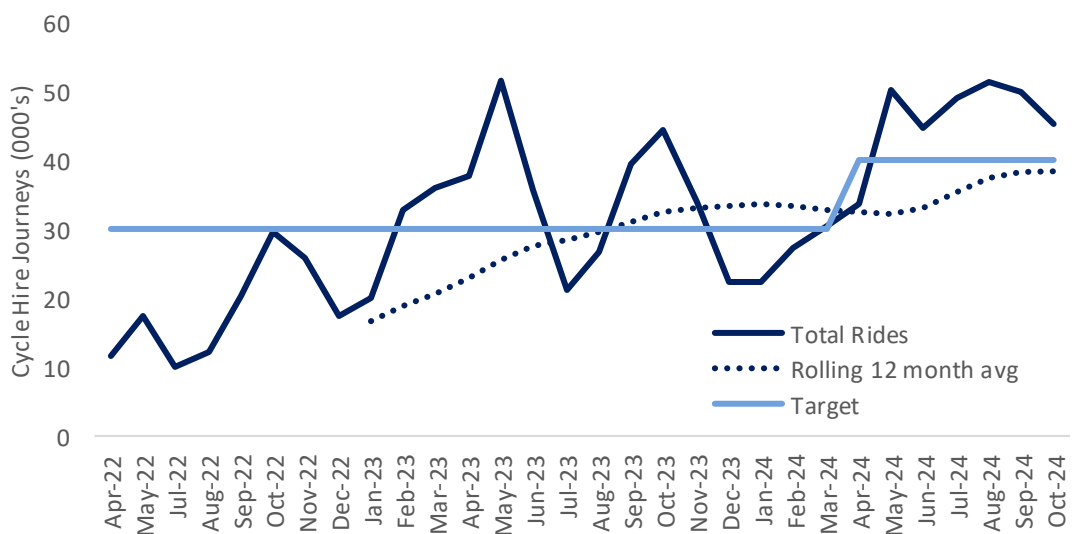
**Chart 10: Metrolink passenger journeys (millions)**



**Cycle Hire**

- 4.6. Starling Bank Bike hire scheme reached a major milestone in October passing one million rides. Not only have bike hire users clocked up one million rides, but they have also collectively pedalled 2.5million kilometres since the scheme first launched in November 2021, the equivalent of travelling around the world 62.5 times.
- 4.7. The scheme continues to be popular with usage 18% up on year on year. The scheme will receive a further boost with 300 new e-bikes added to the fleet over the coming months.

**Chart 11: Cycle hire trips per month thousands**



## 5. Bus Franchising Implementation

- 5.1. Preparations are now in the final stages to implement the third and final tranche (Tranche 3) of bus franchising on 5<sup>th</sup> of January 2025, when all of Greater Manchester's bus services will be under public control
- 5.2. Metrolink will operate services from four out of five of the large bus depots, with Stagecoach operating services from the Stockport depot. GNW and Diamond will operate all small franchises and school services.
- 5.3. Hyde Road depot will be electrified in advance of the 5<sup>th</sup> of January with Ashton depot set to be electrified in February 2025 to support the deployment of a new fleet of electric zero emissions buses (ZEBs).
- 5.4. 60 ZEBs will operate from the 5<sup>th</sup> of January, with a total of 134 ZEBs set to be deployed by the end of March 2025. Nearly 400 new buses will be operating across the Tranche 3 area by the end of March 2025.
- 5.5. 45 new TravelSafe and Enforcement Officers are being recruited for Tranche 3 to support passengers. Metrolink have recruited 100 new drivers and aim to recruit a further 100.
- 5.6. Representing half of the GM bus network, the third and final tranche of bus franchising represents the biggest challenge yet. TfGM are training employees, communicating with customers, and working with both new and incumbent operators to ensure the smoothest possible transfer of depots, vehicles, staff, and services on 5<sup>th</sup> of January, and the best possible start to franchised services across Stockport, Tameside, Trafford and parts of Manchester and Salford.