

GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 14 October 2022

Subject: TravelSafe Update

Report of: Bob Morris, Chief Operating Officer, TfGM

Purpose of Report

This report provides an update on the work and achievements of the Greater Manchester TravelSafe Partnership during the first six-months of 2022, alongside a summary of the outcomes and successes of the GMP Transport Unit.

Recommendations:

Members are asked to note and comment on the contents of the report.

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Equalities Implications: Not applicable.

Climate Change Impact Assessment and Mitigation Measures: Not applicable.

Risk Management: Not applicable.

Legal Considerations: Not applicable.

Financial Consequences – Revenue: Not applicable.

Financial Consequences – Capital: Not applicable.

Number of attachments to the report: 0

Background Papers Not applicable.

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

Overview and Scrutiny Committee

Not applicable.

1 Introduction and Background

- 1.1 The information presented in this report covers the period 01 January - 30 June 2022 and provides a summary of the activities of the TravelSafe Partnership¹ (TSP), as well an overview of activity and outcomes from the GMP Transport Unit.
- 1.2 Across the first half of 2022, the TSP has continued with momentum generated through the refresh of tactics which were introduced at the end of 2021. This has been further amplified with the review and republication of the TSP three-year strategy for 2022-2024.
- 1.3 The average incident rate² for the first six months of 2022 for Bus and Metrolink combined was 34. This is up from 28 during the first six month of 2019 but down from 47 during the first six months of 2021.
- 1.4 The first six months of 2022 has seen a continuation of the trend of high levels of youth-related anti-social behaviour (ASB) across the public transport network. 46% of all incidents on bus and 40% of incidents on Metrolink attributable to 'youth or young people'.
- 1.5 The Safer Streets project won an iNetwork award for 'Transforming and Innovating Public Services.' KeolisAmey Metrolink (KAM) also won an international Keolis Group award for driving improvements in the travel experiences for women and girls which has been described as an exemplar for other operators to follow.
- 1.6 The 2021/22 academic year saw the TSP deliver a record number of educational inputs to young people across Greater Manchester. The final number of young people engaged being over 50,500.

¹ The TSP is comprised of Arriva, British Transport Police (BTP), Diamond, First Manchester, GMP, Go North West, KeolisAmey Metrolink (KAM), Northern, Stagecoach, TfGM and GMCA.

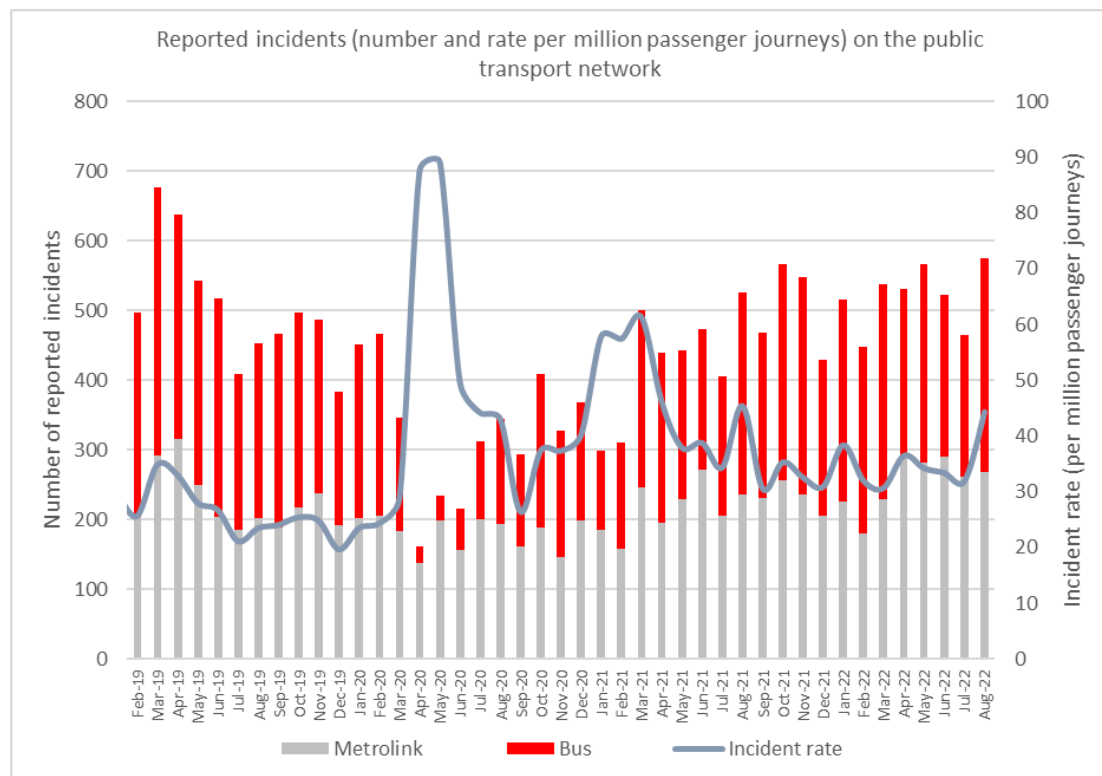
² Incident rate = number of reported incidents per million passenger journeys

2 2022 Six-Month Update

Network Summary

- 2.1 The TravelSafe KPI brings together all reported crime and incident statistics³ from Greater Manchester Police⁴, TfGM, Bus & Metrolink Operators.
- 2.2 The average incident rate for the first six months of 2022 for Bus and Metrolink combined was 34, up from 28 during the first six month of 2019 but down from 47 during the first six months of 2021. This is illustrated in Figure 1.

Figure 1: Reported incidents of Crime and ASB (per million journeys)



- 2.3 One of the main, current challenges the TSP is tackling, is incidents involving missiles being thrown at buses and trams. This causes damage, disrupts operations, and reduces customer satisfaction with their personal safety. During

³ A number of incidents are excluded where they constitute intelligence rather than an incident, and minor byelaw offences such as smoking and vaping on the platform. 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.)

⁴ Gap in receipt of GMP data from 23 March-02 December 2020 as a result of Covid.

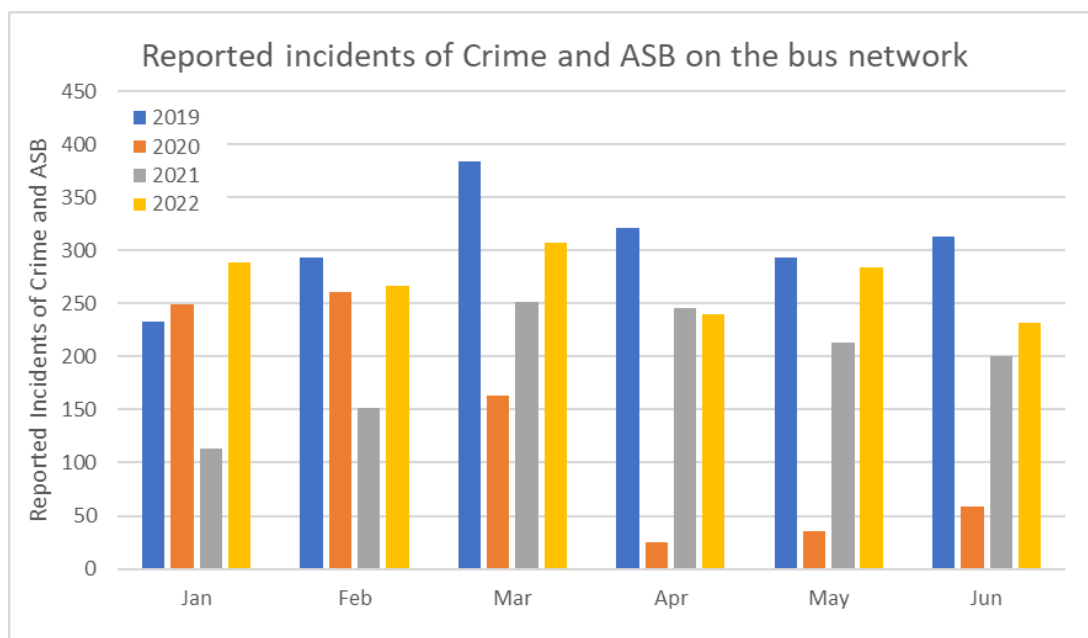
the period there have been 549 such incidents reported to TSP. This is 5% up on the same period in 2019.

- 2.4 This activity is hard to tackle given it tends to be sporadic (and often opportunistic) in nature, however where clear hotspots and patterns can be identified, patrols have been put in place and several arrests made. Additionally, the TSP has developed a media clip to be used as part of educational outreach activity and for sharing across social media. The clip features personal statements from bus drivers explaining the impact of this behaviour on them and on their passengers. The aim is to illustrate the human consequences attached to a behaviour which is often opportunistic rather than premeditated. TSP has also been successful in securing a bid for funding from the Home Office Safer Streets Round 4, to develop a programme of initiatives to help address the issues.

Bus Network Update (January-June 2022)

- 2.5 The number of reported incidents of Crime and ASB on the bus network was 12% below that of 2019 and 38% above 2021⁵.

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



- 2.6 Despite the reduction in the overall number of incidents, there has been an increase in reports of some types of incidents at certain locations.

⁵ Incident numbers during 2021 were affected by national and local lockdowns and restrictions.

- 2.7 The number of reported incidents at bus stations was double that during the same period in 2019, with Altrincham, Bolton, Bury, Leigh and Wythenshawe all seeing substantial increases in incident numbers. Increases can be largely attributed to youth-related anti-social behaviour and are likely a consequence of transport hubs being one of the few places to remain open across the Covid-related government restrictions.
- 2.8 46% of reported incidents on the bus network were categorised as ‘youth or young person’ related, compared to 26% during the same period in 2019. This classification of incidents should only be treated as indicative as it is based on commentary from incident report (e.g., a description of individuals as aged 14 to 16 or wearing school uniform). However, it has been useful in focussing partnership activities including several initiatives centred on schools and colleges and work with Foundation 92⁶.
- 2.9 Despite lower numbers of reported incidents on the bus network, changes in travel behaviour and associated lower passenger numbers mean there has been an increase in the overall rate of reported incidents of Crime and ASB (per million passenger journeys). During January to June 2022 the rate was 20.9 compared to 18.8 during the same period in 2019.

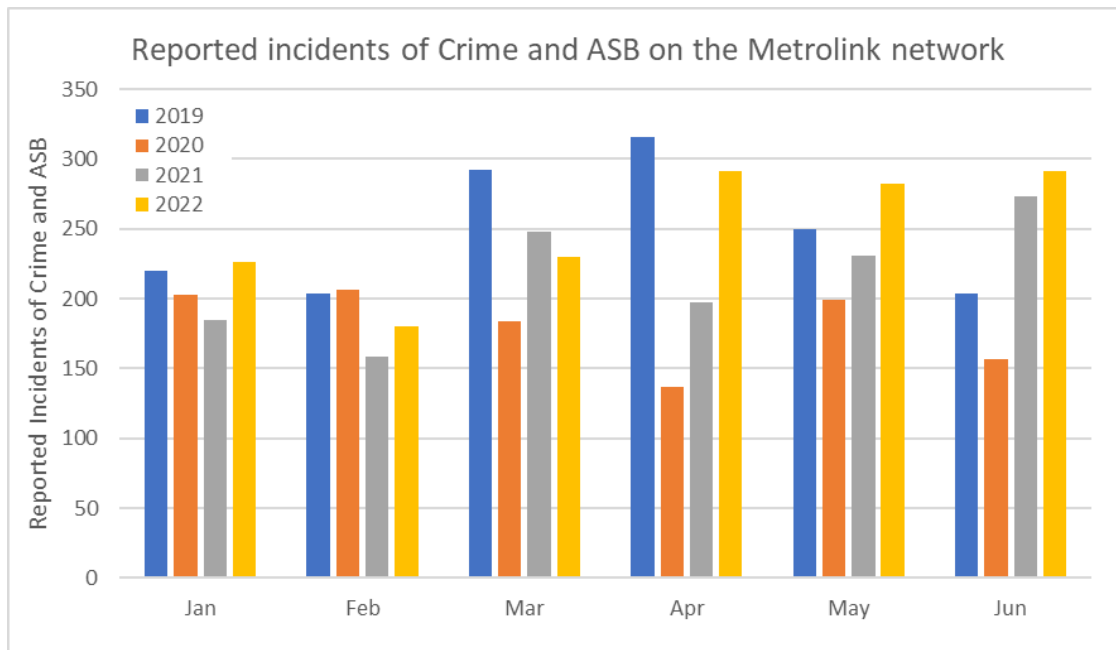
Metrolink Update (January-June 2022)

- 2.10 The number of incidents of Crime and ASB on the Metrolink Network reported to the TSP was equivalent to the same period in 2019 and 16% up on the same period in 2021⁷.

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

⁶ [Foundation 92](#) are a sports-lead youth diversionary charity.

⁷ Incident numbers during 2021 were affected by national and local lockdowns and restrictions.



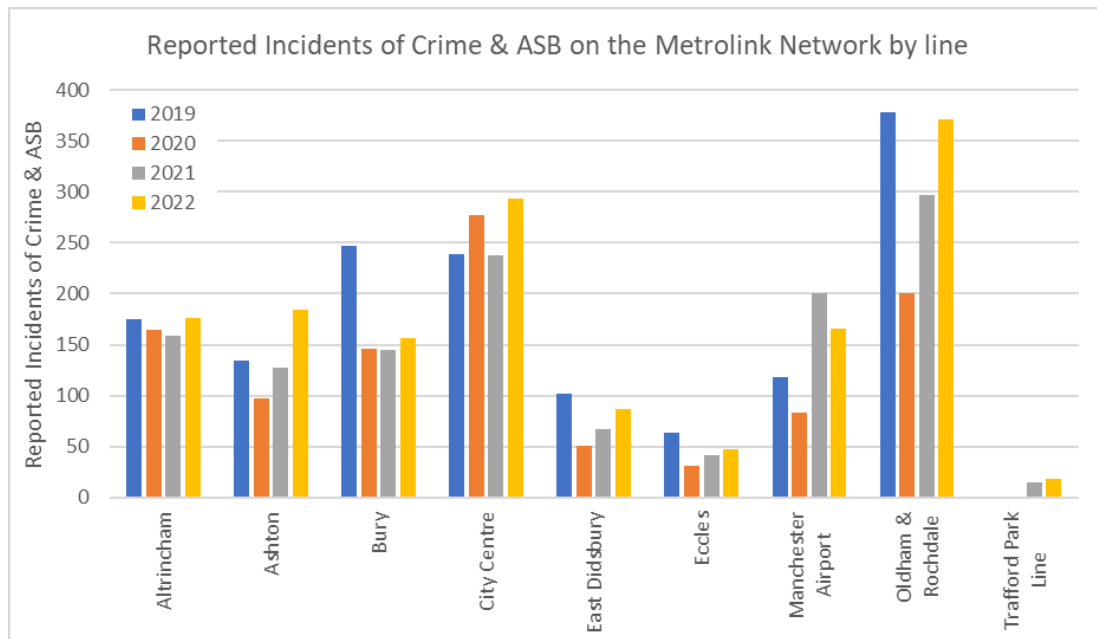
2.11 Following the pandemic, Metrolink passenger numbers have recovered to approximately 70-75% of pre-pandemic levels. However, the number of reported incidents of Crime & ASB has remained comparable to the number reported during 2019. As a result, the rate of incidents during the period, increased to 105 from 67 during the same period in 2019.

2.12 Similar to the trend observed on Bus, there has been an increase in youth and young person related incidents. During the first six months of 2019 an estimated 24% of all incidents were categorised as youth or young person related. During the same period in 2022 this increased to 40%. The level of youth related incidents varies across the network from 58% on the Airport line to 20% in the City Centre.

2.13 The Oldham and Rochdale Line (ORL) continues to see the highest number of reported incidents and both the Customer Insights Survey, and the Metrolink Passenger Survey show that the Metrolink users on the ORL have some of the lowest levels of satisfaction in terms of safety and security. The ORL has been identified as a TravelSafe tactical priority and has seen a range of interventions including nine specialist operations during the first six months of 2022.

2.14 Metrolink line by line comparisons are shown in Figure 4.

Figure 4: Reported incidents of Crime and ASB on Metrolink by Line



3 TravelSafe Achievements

3.1 The [TravelSafe Partnership Strategy](#) has been reviewed and re-launched following engagement and consultation with all partners. The updated strategic aims are to:

- Improve the perception of safety and security across public transport.
- Address and deter instances of crime and antisocial behaviour (ASB) occurring on the transport network.
- Promote and encourage ethical travel behaviours (including fare evasion and gender-based violence).

3.2 The Partnership 'Specialist Operation' programme has continued to gain momentum and deliver results with a minimum of one scheduled per week at key hotspot locations across the city-region. A six-month summary of results is shown in Figure 5.

Figure 5: TravelSafe Specialist Operations January - June 2022 Results



3.3 The Home Office Safer Streets (round 3) project, which focussed on improving the safety of women and girls in Oldham, concluded in March 2022, however legacy benefits continue. The headline outcomes are as follows:

- During the project there were significant improvements recorded in passenger perceptions of safety during the day, and smaller improvements in passenger perceptions of safety at night⁸.
- Positive staff and customer feedback received, specifically in relation to the additional staff visibility and cross agency working.
- No increase in the number of incident reports which remained static. An increase in report was anticipated given the increased presence of staff.
- The launch of GMP LiveChat, as the discrete method of reporting on public transport, this is now embedded across the network.
- A 'No means No' campaign poster, designed by a student from Oldham college, was rolled out across the five stops included in the bid. This was positively received and so subsequently rolled out across the full network (Figure 6).

Figure 6: Sinmi Alli-Balogun with his winning 'No is No' poster



- Training was delivered to all Metrolink frontline staff on how to spot and deal with gender-based violence and vulnerability. This has been commissioned through a women's sexual assault charity and a 'train the trainer' package is being developed to share with and roll out across all TSP operators.
- The project won an iNetwork award for 'Transforming and Innovating Public Services.' KeolisAmey Metrolink also won an international Keolis

⁸ Metrolink Passenger Confidence Surveys

Group award for driving improvements in the travel experiences for women and girls which has described as an exemplar for other operators to follow.

3.4 Following the success of the previous project, two bids were put forward for Safer Streets Round 4 funding. Both were successful and delivery is now underway. A summary of each project is below:

- Joint TSP/British Transport Police bid to address the issue of missiles/criminal damage focussed on Bolton and Salford. £275k funding has been awarded to develop a drones offer, an immersive (virtual reality) educational offer and developed an enhanced trusted people offer.
- GMCA, MCC and TfGM bid to enhance safety and improve usage of the Fallowfield Loop (active travel focus). £450k awarded for infrastructure improvements, education and cycle training, and develop a communications campaign to promote feelings of safety.

3.5 The latest TSP Communications campaign launched at the start of the school summer Holiday period focussing on issues associated with youth related ASB, this intended to:

- Increase awareness of the consequences of ASB (removal of travel passes, fines, impact for victims, potential for a criminal record).
- Increase awareness of acceptable behaviours on public transport.
- Recruit and arm parents and other influencers as advocates against youth ASB on public transport.
- Increase awareness of ASB interventions and safety measures to increase confidence levels and encourage people to use the network now and in future.
- Increase awareness of how to report crime; better understand the barriers that prevent people reporting incidents of crime and ASB on public transport.

3.6 The campaign also introduced a strategic partnership with Foundation 92 (F92). F92 provide youth diversionary activity across GM which is focussed on providing access to sport and education. The TSP have worked with F92 across the Specialist Operations programme, but this campaign allowed a targeted approach to youth diversionary activity across the summer holidays. The F92 mobile utilised

their youth hub across the network as a method to engage with young people, and education on how their behaviours may be perceived by others and access to alternatives. Future work with F92 is planned.

- 3.7 During the 2021/22 academic year the TSP delivered educational inputs to over 50,500 young people. This is a record number in terms of engagement and a vital element of the partnerships deterrent work programme.
- 3.8 The TSP continues to support work to address violence against women and girls. TSP resources have supported the public transport network as part of GMP Operation Lioness. Input was provided to the Manchester City Council Good Night Out Guide and through the Manchester University Fresher's Fair.
- 3.9 GMP co-location within the TfGM Control Centre through a dedicated crime investigation officer is paying dividends in terms of real-time information access/sharing and evidence collation. Work is underway to further increase this co-location.
- 3.10 TSP joint working with the GM Violence Reduction Unit (VRU) has continued across the first half of the year with support provided through the VRU College Safety Roadshows. This is mutually beneficial as it helps the TSP deliver messages and engage with a broader age range of young people.

Greater Manchester Police (GMP) Transport Unit

- 3.11 Performance has remained front and centre for the GMP Safer Transport Team with a drive to increase the fear of enforcement and encourage behaviour change across the transport network.
- 3.12 For the first half of the year, arrests have increased, with 613 between January and June alongside 607 Stop/Searches and 422 vehicles seized.
- 3.13 The Transport Unit is now fully staffed and dedicated to making public transport safer, with regular patrols and targeted operations across bus, Metrolink and active travel routes.
- 3.14 Tackling ASB on public transport has been embedded into a new GMP force wide project group, with TfGM attendance and TravelSafe data provided. This helps to inform, plan, and shape initiatives across the 10 districts of GMP.

3.15 Transport Unit Officers continue to utilise a range of tools and tactics to combat crime and ASB. This includes:

- Uniformed and plain clothes deployments.
- Development of a dedicated crime team, co-located within the TfGM Control Centre to ensure real-time sharing of information. This has also reduced the time taken to complete investigations improving the service to victims.
- Project Servator deployments to identify and deter hostile reconnaissance (the information gathering a criminal needs to do when planning to commit a criminal act, including terrorist attacks).
- TSP Specialist Operations providing regular, co-ordinated deployments across the transport network in partnership. These have been successful leading to numerous arrests for a variety of offences including possession of knives, drugs and acts of violence.

3.16 The Transport Unit continues to adapt to the challenges faced and has upskilled staff accordingly. The Unit now has staff trained in protestor removal (for example where someone glues themselves to a bus or building). This means no wait for specialist staff and therefore minimises the impact on the network, staff and customers.

3.17 Looking to the next six-months a key focus is on increasing the number of Transport Unit Officers co-located at TfGM Headquarters. This closer working, access to real time information has already paid dividends in terms of crime response and investigation.

3.18 Figure 7 shows a six-month (January-June 2022) summary of results for the Transport Unit.

Figure 7: Transport Unit Six-Month Summary



4 Forward Look

4.1 TSP priorities for the remainder of this year include:

- Exploring funding and opportunities to formally embed joint working between the TSP and Foundation 92, recognising the importance of providing access to youth-diversionary activity to address the increasing trend of youth ASB related incidents.
- Introduction of GMP Operation AVRO for the public transport network. Operation AVRO is a new force wide GMP initiative which runs monthly across the districts of GM to tackle criminal activity. TSP will support public transport in becoming the conceptual '11th District' for inclusion in this programme going forwards.
- Begin delivery of the Safer Streets (round 4) projects. These projects will run for 18 months.
- Continue and enhance TSP support to the GM Gender Based Violence agenda.

- Development of a formal Partnership data sharing agreement to enhance opportunities to share data and intelligence and feed into problem solving plans.

5 OPERATION AVRO

- 5.1 Although out of period for this report, the following provides a summary of the inaugural public transport Operation AVRO which took place on the 27 and 28 September.

Background

- 5.2 Operation Avro is a new force wide Greater Manchester Police (GMP) 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.
- 5.3 Earlier in the year it was agreed that an '11th District' AVRO would be established, encompassing the GM public transport network.
- 5.4 Two dates were put forward for an operation encompassing the whole of Greater Manchester, making this AVRO the biggest to date.

Scope

- 5.5 The primary focus of the Transport AVRO is the Public Transport network encompassing: the Bus Network, Bus Interchanges, Metrolink, Trains and Active Travel infrastructure.
- 5.6 Some roads policing activity was also woven throughout, primarily along key arterial routes into the Regional Centre with a focus on visibility and providing reassurance to the travelling public.
- 5.7 Across both days, every district of Greater Manchester had activity focussed on transport hubs/routes, with targeted operations focussed on hotspot areas and issues¹.

5.8 A wide range of tactics were utilised as appropriate to support:

- Enforcement - where appropriate (e.g., known nominals).
- Reassurance / Prevention – high visibility, vigilant and reassuring presence across the network.
- Engagement / Deterrent – signposting & support for vulnerable individuals / schools and outreach activity.

5.9 This was a joint AVRO with GMP, and the TSP and partner involvement was significant including:

- GMP – All district teams and all Specialist Operations resources (Transport Unit, Tactical Dogs Unit, Mounted, Tactical Aid Unit, Drone Team etc)
- All TravelSafe Partners – Transport operators, British Transport Police, local authority teams (community safety, homelessness, youth diversionary), Foundation 92 (youth sports diversionary charity) and Manchester Youth Zone.

Results

5.10 Each day of AVRO saw in the region of 400 police officers, alongside 200 TSP staff, deployed across every transport hub in the city-region. These deployments were supported by a wide range of senior managers for TfGM providing a valuable opportunity to gather views and insights.

5.11 The infographic below summaries the results for both days:



5.12 A staff and customer engagement element was also planned into the AVRO (particularly on day 2). As well as the outcomes summarised above the following should be noted:

- TSP educational sessions delivered to Rochdale primary schools through Crucial Crew (over 600 pupils).
- TSP behaviour assemblies delivered to Bedford High School, Leigh (440 pupils).
- Fraudulent tickets/passes identified and removed.
- Metrolink and bus 'Meet the TSP' sessions.