



## Bee Network Committee

Date: Thursday 22 February 2024  
Subject: TravelSafe Update  
Report of: Alex Cropper, Chief Network Officer, TfGM

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### Purpose of Report

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

### Recommendations:

The Committee is requested to:

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

### Contact Officers

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## **Equalities Impact, Carbon and Sustainability Assessment:**

N/A

## **Risk Management**

N/A

## **Legal Considerations**

N/A

## **Financial Consequences – Revenue**

N/A

## **Financial Consequences – Capital**

N/A

**Number of attachments to the report: 0**

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

N/A

## **Background Papers**

N/A

## **Tracking/ Process**

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

No

## **Exemption from call in**

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

No

# 1. Executive Summary

- 1.1. This report covers Greater Manchester TravelSafe Partnership (TSP) activity during 2023. The report also includes an overview of activity and outcomes of the new TravelSafe Support and Enforcement Officers (TSEOs) introduced onto the Bee Network as part of Bus Franchising, and progress tackling fare evasion on Metrolink.
- 1.2. Thanks should be noted to all TSP members for their ongoing contribution to the partnership and ongoing commitment to working towards TravelSafe agreed [strategic aims](#).
- 1.3. TravelSafe uses a rolling 12-month 'rate of incidents' (per million passenger journeys) as a benchmark to assess the scale of crime and ASB on the transport network.
  - Overall rate (bus and Metrolink combined): this has risen during 2023 to 39 from 37 in the 12-month period to December 2022.
  - Bus Network: this has risen during 2023 to 31 from 24 in the 12-month period to December 2022. Provisional patronage data indicates that bus passenger journeys increased during 2023 as did the number of reported incidents. Campaigns to encourage reporting from bus passengers, alongside the introduction of TSEOs at the end of September account for the uplift in reported incidents during the last quarter of 2023. With an increased staff presence attracting an increase in reporting.
  - Metrolink: this has decreased during 2023 to 72, down from 95 in the 12-month period to December 2022. Provisional patronage data indicates that Metrolink passenger journeys increased during 2023 but the number of reported incidents reduced.
- 1.4. A continuing theme for TravelSafe is incidents categorised as 'youth-related anti-social behaviour (ASB):
  - 42% of all reported incidents on Metrolink and bus were categorised as youth or young person related<sup>1</sup>.

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<sup>1</sup> A slight increase from 2022 when this stood at 41%.

- 45% of all reported incidents on bus stations and interchanges were categorised as youth or young person related<sup>2</sup>.
- 1.5. The TSP educational outreach programme has delivered inputs to 9,962 young people since the start of the 2023/24 academic year.
  - 1.6. During 2023, TSP formalised its strategic relationship with Foundation 92 (F92)<sup>3</sup> to support youth outreach and positive sports related diversionary activity on the transport network. In 2023, F92 deployed across 18 different transport locations, engaging with over 4,000 young people. A single deck bus was donated by Stagecoach to further enhance this provision and from August 2023 after undergoing refurbishment to create a mobile youth hub, the bus was deployed on the network. In addition, a pilot static youth-hub, was set up at Ashton Interchange over the summer holidays to help mitigate youth ASB.
  - 1.7. Beryl<sup>4</sup> formally joined the TSP in 2023, and a series of bespoke problem-solving plans and joint working with the GMP Transport Unit were developed to help combat theft and vandalism affecting bike availability for the Bee Network Cycle Hire scheme.
  - 1.8. Greater Manchester Police consider the transport network as the conceptual 11<sup>th</sup> District of GM and as such, two transport specific AVRO<sup>5</sup> operations took place in 2023. The first took place on 6 and 7 July across all Greater Manchester transport hubs and a second, regional centre focused AVRO, took place on 14 December. Dates have already been agreed for 2024 with planning underway.
  - 1.9. The GMP Transport Unit has continued to deploy across the network and have delivered results including over 1140 arrests and over 2600 stop/searches.
  - 1.10. GMP also launched Operation VULCAN in Autumn 2022 to address the issue of counterfeit goods and associated criminality in Cheetham Hill, then extended to address crime and ASB in Piccadilly Gardens. To complement this 'VULCAN Network' has been launched, which will see the VULCAN model and tactics rolled out on public transport in support of the TSP. Using established TSP governance to

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<sup>2</sup> Compared to 44% in 2022 and 46% in 2021.

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

<sup>4</sup> The operator of the Greater Manchester Bee Network Cycle Hire scheme.

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

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

- 1.11. Throughout 2023, the TSP and TfGM continued to support White Ribbon UK<sup>6</sup>. As part of this the TSP commissioned three marketing campaigns focused on youth ASB, unacceptable behaviours, and gender-based violence against women and girls: 'Better than That', 'Don't Get Ghosted' and '#IsThisOK?'.
- 1.12. Delivery of the Home Office Safer Streets (Round 4) project, jointly led by the TSP and British Transport Police (BTP), concluded in 2023. This focused on issues associated with missile throwing and youth ASB in Bolton and Salford.
- 1.13. TravelSafe communications and marketing activity across the year has focussed on youth ASB, passenger reassurance and women and girls' safety. Campaign activity has generated over 69 million opportunities for people to see and/or hear about the work of TravelSafe, through media coverage, social media and campaign activity.
- 1.14. As part of the launch of tranche 1 of bus franchising, a cohort of 30 TravelSafe Support and Enforcement Officers (TSEOs) have been recruited. Their duties include supporting customer and staff safety, providing customer service and undertaking revenue inspection activities across the bus network including at interchanges and bus stations.
- 1.15. Finally, Metrolink is on target to generate an additional circa £2m net revenue per year as a result of fare evasion initiatives. This additional revenue was a key component of the Financial Sustainability Plan for 2023/24.

## **2. Network Overview**

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

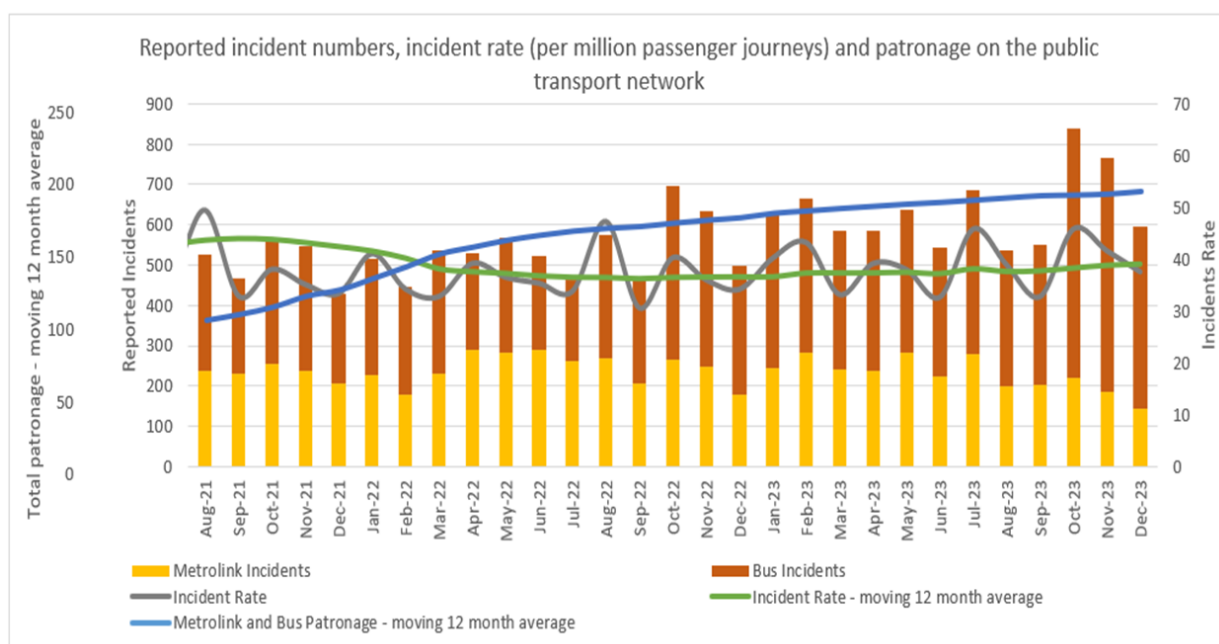
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<sup>6</sup> The UK's leading charity engaging men and boys to end violence against women and girls.

- National travel restrictions in place to manage the Covid-19 pandemic and lockdown periods.
- Increases in front-line staff on the transport network<sup>7</sup>, therefore generating increased reports.
- Increased promotion using marketing campaigns to actively encourage reporting of incidents.

2.3. The average incident rate<sup>8</sup> in 2023 for bus and Metrolink combined was 39. This has increased from 37 during the 12-month period to December 2022. The incident totals and incident rate trends are illustrated in **Figure 1** which also shows a steady increase in patronage throughout 2023.

**Figure 1<sup>9</sup>: Reported Incidents of Crime and Anti-Social Behaviour (ASB) (per million passenger journeys)**



### Bus Network 2023 Overview

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

<sup>7</sup> Additional Metrolink CSRs and the launch of the TSEOs on Bus.

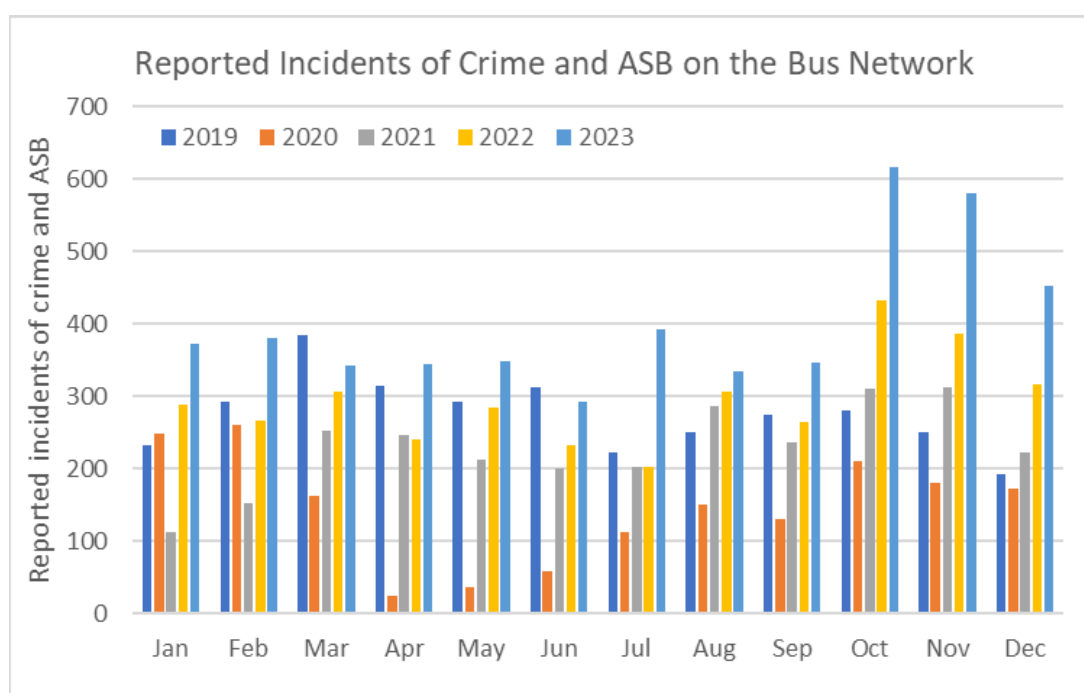
<sup>8</sup> Rolling 12-month 'rate of incidents' (per million passenger journeys)

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

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

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

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



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

- October, the usual seasonal issues associated with darker nights, school half-term and the lead up to Halloween and bonfire night<sup>10</sup> continued, with October 2023 seeing the highest monthly total of reported incidents.
- An increase in incidents reported at bus stations and interchanges. During 2023 this was 44% higher than during 2022.
- Incidents at bus stations categorised as ASB increased by 47% during 2023.
- Issues associated with homelessness have increased with reported incidents at bus stations and interchanges increasing by 108% during 2023.

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

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

### **Metrolink Network 2023 Summary**

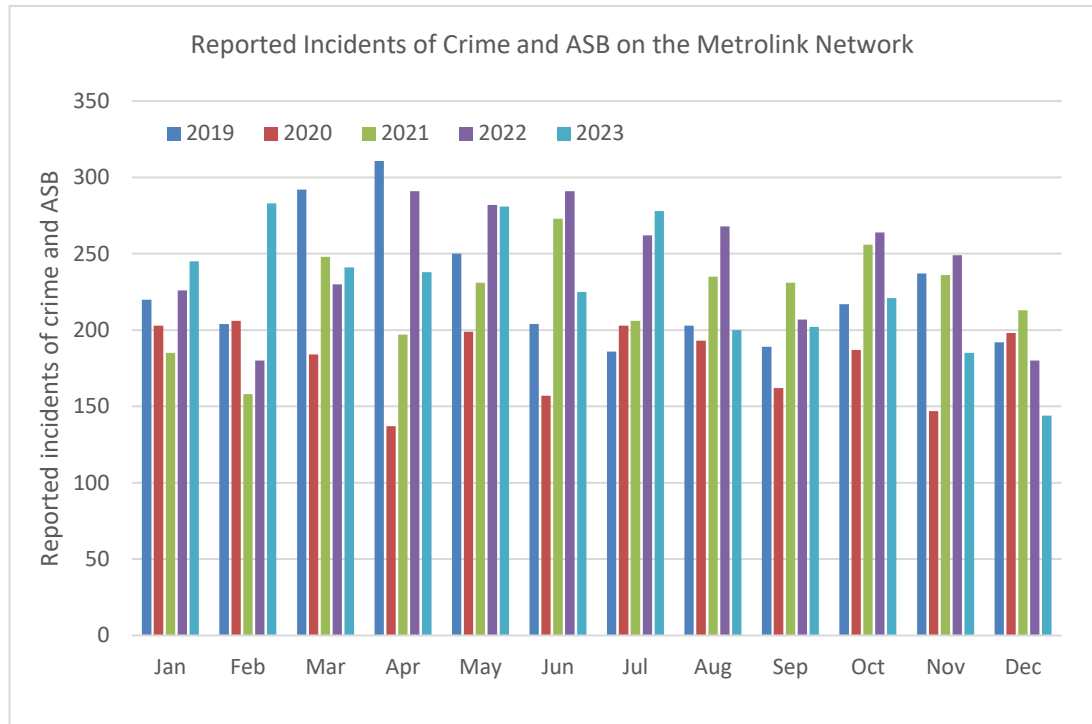
- 2.6. There has been an overall decrease in the number of reported incidents on the Metrolink network in 2023, with 6% less reports than in 2022. The main drivers for this are reduction in youth related ASB, reduction in incidents generally on the Oldham and Rochdale Line and increased patronage.
-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

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<sup>11</sup> from 40 reported in 2022 to 50 during 2023.



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



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

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

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

### **GM Bike Hire Scheme**

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

### 3. Summary of Activity and Achievements

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

Figure 4: TravelSafe Partnership 2023 Results Summary



3.2. The 'Partnership Operation' programme remains prominent and provides regular joint activity across GM. This continues to gain momentum and deliver results<sup>13</sup>.

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

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

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

3.4. The TU utilizes a range of different tactics:

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

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

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

#### **Operation AVRO<sup>14</sup>**

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

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

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

Figure 5:

AVRO 6-7 July Outcome Summary

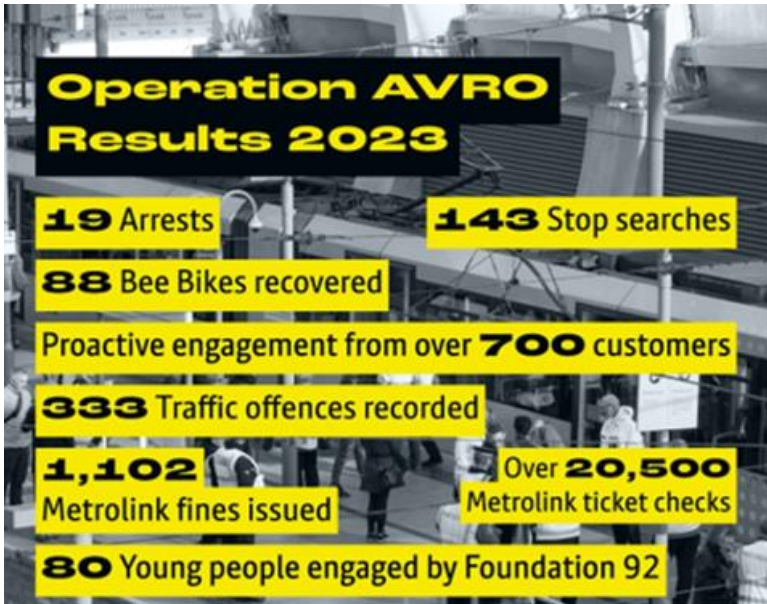


Figure 6:

AVRO 14 December Outcome Summary



### Operation VULCAN

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

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

### **Engagement and Education**

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

- The TSP educational outreach programme delivered inputs to 429 schools and colleges, engaging with 32,518 young people<sup>15</sup>.
- Community outreach has increasingly formed a key part of TravelSafe customer reassurance activity with over 5,500 people attending various events.

3.13. In 2023, 42% of all reported incidents on Metrolink and bus were categorised as youth or young person related, a slight increase from 41% in 2022<sup>16</sup>. Further analysis of reported incidents categorised as ASB, shows that 57% refer to youth or young people (compared to 53% in 2022).

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

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<sup>15</sup> during the 2022/23 academic year

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

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

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

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

# F92 STATIC YOUTH PROVISION: ASHTON PILOT

17 Aug - 01 Sept



## Issue:

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

## Proposal:

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

## Funding:

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

## Outcomes:

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



## Women and Girls Safety

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

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

3.17. In October 2022 TfGM became a White Ribbon<sup>18</sup> (WR) accredited organisation. Part of the accreditation process involves developing a 3-year action plan. To help inform this, a series of focus groups were held to understand the hierarchy of needs of our customers. As a result of this process, the following commitments have been made:

- Improving customer communications around safety and reporting mechanisms. This included designing a transport specific campaign calling out types of gender-based violence and sexual harassment behaviours under the #IsThisOk? Banner.
- Working with GM partners to ensure a joined-up approach to tackling gender-based violence in GM's transport network. This has involved:
  - Working with Freedom Personal Safety to deliver Active Bystander training to Bus Station staff<sup>19</sup>.
  - Pledging TfGM's commitment to the [Manchester City Council Women's Night-time Safety Charter](#).
  - Embedding awareness of WR in our work with young people, community, schools, and colleges.

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

<sup>19</sup> Active Bystander training was delivered to over 70 TfGM colleagues in September 2023

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

### Home Office Safer Streets Fund

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

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



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

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



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

- Development of ‘trusted people’ provision<sup>21</sup> in the regional centre to support the night-time economy and women and girls’ feelings of safety.
- Establishment of a TSP youth mentoring and restorative justice programme.


### Communications and Marketing

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

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

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<sup>21</sup> Extending provision of trained TravelSafe Support and Enforcement Officers (TSEO).

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

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

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



**Figure 8: TSEO Safeguarding Case Studies**

**TSEO SAFEGUARDING**

**BOLTON 16 JANUARY**





**SITUATION**

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



**ACTION**

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

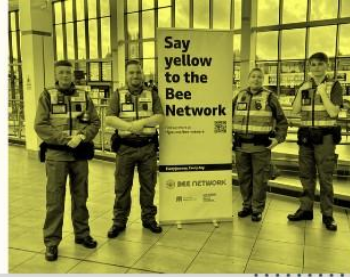


**RESULT**

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

# TSEO SAFEGUARDING

WIGAN 13 JANUARY



## SITUATION

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



## ACTION

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



## RESULT

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

## 5. Metrolink Revenue Protection

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

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

## 6. Forward Look

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

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

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