



## Bee Network Committee

Date: Thursday 21<sup>st</sup> March 2024  
Subject: Greater Manchester Transport Network Performance  
Report of: Steve Warrener, Managing Director, TfGM

---

### Purpose of Report

To provide the Committee with an overview of the performance of Greater Manchester's transport network for the period December 2023 – February 2024.

### Recommendations:

The Committee is requested to:

1. Note and comment on the performance of Greater Manchester's Transport Network;
2. Note the additional vehicles being introduced to strengthen and improve the performance of services in the Tranche 1 area;
3. Notes the improvements being made to the Bee Network App; and
4. Note the Metrolink maintenance and renewals works planned to take place over the next quarter.

### Contact Officers

Peter Boulton, Highways Network Director, TfGM

[peter.boulton@tfgm.com](mailto:peter.boulton@tfgm.com)

Stephen Rhodes, Bus Director, TfGM

[stephen.rhodes@tfgm.com](mailto:stephen.rhodes@tfgm.com)

Danny Vaughan, Metrolink Network Director, 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

# 1. Executive Summary

- 1.1. This report provides an overview of the performance of the transport network for the period December 2023 – February 2024 focusing on a number of key elements including reliability, safety and security.
- 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 and 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 2024 as part of the Metrolink Renewals and Enhancements Programme.

## **Bus**

- 1.4. Punctuality for the franchised network is consistently tracking above both the non-franchised network and the equivalent to the Bee Network this time last year.
- 1.5. Work continues to improve the performance of franchised bus services and a 'Bee Network Operational Excellence Plan' is in place, to build towards the high standards set for the Bee Network and take steps to consistently and reliably meet our targets.
- 1.6. Working with our franchised operators, Go North West and Diamond, timetable changes were introduced in January on 44 services in the Tranche 1 area, to improve reliability on the worst performing and most complained about routes. The changes mean that for some services there has been a change to departure times, for others arrival or departure times have changed along the route, making the timetable more reliable for customers. Early morning and evening trips to/from Standish were also extended allowing more passengers to access early morning bus and train services from Wigan.
- 1.7. Further timetable changes are planned for April which will also help to improve bus punctuality and reliability on services, as well as providing extra capacity. In collaboration with Go North West, these changes include the introduction of 20 additional buses across the Tranche 1 area, including on the popular V1 and V2 Busway services. These additional buses will be introduced in two phases during April, with some being introduced into operation from Sunday 7<sup>th</sup> April and the

remainder entering service later in the month (from Sunday 28<sup>th</sup> April). They will initially be introduced on a 12-month trial basis, during which punctuality improvements and associated patronage/revenue growth will be monitored, measured and evaluated.

- 1.8. Development of a 24hr bus pilot is also underway, as detailed in another report on the agenda for Committee's consideration.
- 1.9. Patronage on franchised services has grown steadily since the start of Tranche 1 operations with more than 130,000 passengers being carried by Tranche 1 services each weekday, and nearly 140,000 on some days. To date there have been 17 million passenger journeys on Bee Network services.
- 1.10. Revenue for franchised services continues to exceed forecast. Revenue increased further throughout February and year to date is 24% above budget. However, increased revenue is being offset by higher than anticipated costs.

### **Metrolink**

- 1.11. Metrolink patronage and revenue continue to meet the challenging targets set at the beginning of the financial year. Year to date revenue is 18% up on 2022 and 3% down on pre-pandemic.
- 1.12. A cracked rail crossing at Exchange Square has seen a service change in place with no trams operating on 2CC between Victoria and Exchange Square. The cracked rail crossing has been removed and is with the manufacturer for repair. To provide resilience and ensure service can be restored in the shortest possible time a new rail crossing has also been ordered. Customer information has been provided on stop, via social media and on website. Customer complaints about the service change have been low.
- 1.13. The next 12 months will see major investment to improve the Metrolink network to ensure services remain safe and reliable for years to come.
- 1.14. Metrolink fare evasion has fallen by a third following the introduction of a plan to tackle fare evasion in October 2023. 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.

- 1.15. Since the introduction of the plan, fare evasion has fallen from over 16% (in July 2023) to 10.6% (in January 2024).
- 1.16. Five million tickets are now inspected every year, up from four million, with Metrolink fining 100,000 fare evaders in the past year, while taking a further 5,000 people to court over unpaid fines.

### **Cycle Hire**

- 1.17. In January, Starling Bank were announced as the GM bike hire scheme's first sponsor. The partnership is the biggest commercial sponsorship deal in TfGM's history.
- 1.18. The first Starling Bank branded bikes were on-street (at St Peter's Square) on Friday 16 Feb with 100 bikes re-branded and on-street by Wed 21 Feb. Bike availability remains stable with c.800 bikes available on street at the beginning of March.

### **Highways**

- 1.19. Through the Christmas period seasonal travel behaviour affected congestion levels across GM at retail and town centres and in the Regional Centre. During December, weekend volumes in the Regional Centre were 12% above typical, equivalent to an addition 80k journeys to, from or through the Regional Centre. A programme of interventions was developed and delivered to manage seasonal congestion, events and travel demand. Effective measures delivered as part of the programme, including traffic signal strategies deployed by the Operational Control Centre (OCC), will be adapted and adopted as business as usual.
- 1.20. Works to enhance TfGM's Operational Control Centre are nearing completion. The new space enables bus franchise operators, TravelSafe, GM Police as well as Communications and Control Centre colleagues from TfGM to be co-located, enabling a coordinated approach to managing the Bee Network.
- 1.21. On Friday 26 January, a draft version of Greater Manchester's Vision Zero Strategy was endorsed by the GMCA. Public engagement on the draft Strategy was launched on 12<sup>th</sup> February and ran until 10<sup>th</sup> March providing residents and stakeholders an opportunity to help shape the action plan for the implementation of the Vision Zero strategy.

- 1.22. There will be a further public engagement in May which will last around two months. Before a finalised Vision Zero Strategy and Action plan will go before the Greater Manchester Combined Authority (GMCA) later this year.
- 1.23. The programme of bus priority measures continues to be delivered. Salford Bolton Network Improvement (SBNI) works are nearing completion and priority for late running buses at traffic signals has been extended to sites in Wigan, Leigh and Salford (all within the Tranche 1 area). Funding is available for an additional 250 sites.
- 1.24. The 'bespoke' MCFC bus 'shuttles' were launched during February, with usage above expectations, and they have been generally well received by match going fans. Further events related services are being planned and will be in place for the launch of Co-op Live.

## **Rail**

- 1.25. Rail performance has improved in January and February, with increases in punctuality and overall reductions in the number of cancelled services, although half-term weeks in February saw some late notice cancellations due to crew availability. Avanti, Cross Country and Northern all continue to see cancellations due to crew availability impacting at weekends.
- 1.26. The latest ORR quarterly figures (October – December 2023) show Avanti was the worst operator across Great Britain (GB) in terms of Right Time, achieving just 37.2% in the latest quarter (it was 46.3% in the previous quarter, with the latest GB average at 62.2%)
- 1.27. Avanti was the also second worst operator in terms of reliability: cancellations increased from 3.9% in the previous quarter to 11.3%, against a GB total of 4.9%. Cross Country were the worst operator on this measure, officially recording 12.3% cancelled services.
- 1.28. The figures above are based on the Avanti amended train plan in December. Whilst the ORR now publish adjusted figures for pre-cancelled trains (p-codes), removed services from the December plan are not included in these figures. From this, official figures of 11.3% mask a true figure of around an 18% loss of services.

- 1.29. Industrial action by ASLEF drivers took place over 5 days at the end January/early February at individual Train Operating Companies, with a further 9 days of action short of a strike.
- 1.30. TPE performance has stabilised since the introduction of amended timetables in December 2023, with improvements in both punctuality and reliability, although services were affected by the industrial action detailed above.

### **Communications and Marketing**

- 1.31. Strategic communications activity supported a significant update on the Greater Manchester Clean Air Plan in December, including providing media relations and stakeholder communications support to the Mayor of Greater Manchester, Clean Air Portfolio Lead and the GM Clean Air Plan team ahead of a press conference which attracted significant media coverage.
- 1.32. Activity during the period also included supporting public consultation on Goldborne Station and public engagement activity on GM's Vision Zero Strategy.
- 1.33. Given the importance of increasing patronage on public transport, a new integrated campaign has gone live under the 'Get on Board' messaging. It will run from 12 February until 30 April, across poster sites, radio, online display advertising and social media and includes channels we pay for as well as our own. The objective of the activity is to increase patronage and revenue from ticket sales on bus and Metrolink and encourage people to download the Bee Network app.
- 1.34. Thirty-eight press releases were issued throughout the period and more than 100 media enquiries dealt with.

### **App**

- 1.35. The Bee Network app was launched in September 2023 along with Tranche 1 of bus franchising and provided customers with the ability to see real time stops and departure information, purchase multi modal tickets and rate their journey.
- 1.36. To date the app have been downloaded over 315,000 times, over 1.6m journeys have been completed using app tickets and over 13,000 customers have rated their journey, which provides invaluable feedback to improve the network.
- 1.37. As a result of customer feedback, improvements have been developed, including the ability to pay using Google and Apple Pay, which now take 55% of app payments; and continual improvements to the accuracy of real time information.

- 1.38. In addition, and to support patronage growth on the network, a Journey Planner feature has been added which enables customers to plan a journey using public transport and purchase the relevant ticket for that journey, where possible.
- 1.39. The Journey Planner was launched on 11 March and has already overtaken the web version, with customers planning over 5,000 journeys per day on the app.
- 1.40. In addition, customers had also asked for bus tracking to be made available to support them using buses across Greater Manchester, especially given some of the challenges we have with congestion.
- 1.41. Bus Tracking will launch on 22 March in time for the launch of Tranche 2.
- 1.42. However, given the complexity of timetable information, diversions, GPS tracking and human behaviour, the bus tracking feature will likely need further development post launch, and an 'in app feedback' feature is available asking customers to support the continued improvement of the app, and these new features, by providing their feedback.

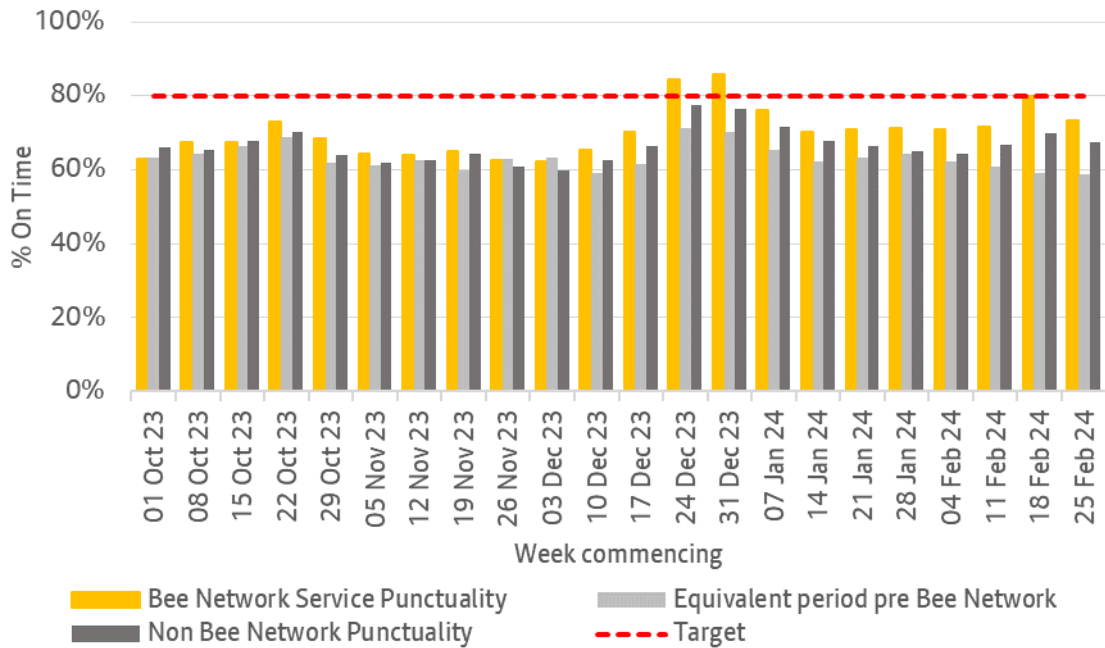
## **2. Reliability**

### **Bus**

- 2.1. Punctuality for the franchised network is consistently tracking above both the non-franchised network and the equivalent to the Bee Network this time last year.
- 2.2. As part of an improvement plan to increase reliability a number of timetable changes were introduced for Bee Network services in January. The changes focussed on 44 of the worst performing and most complained about routes. Further timetable changes are planned for April which will help to further improve bus punctuality and reliability on services, as well as providing extra capacity.
- 2.3. During early March Diamond introduced an additional 35 brand new Bee Network branded single deck buses, meaning that most of the network is now being operated by new vehicles. Breakdowns on affected services should fall as a result. This is also expected to have a positive impact on punctuality.
- 2.4. Delivering on our commitment to transparency and accountability weekly reporting of bus performance was introduced during January. Performance figures are posted on X (formerly Twitter) and linked to a more detailed report on the TfGM website.



**Chart 1: Bus Punctuality**

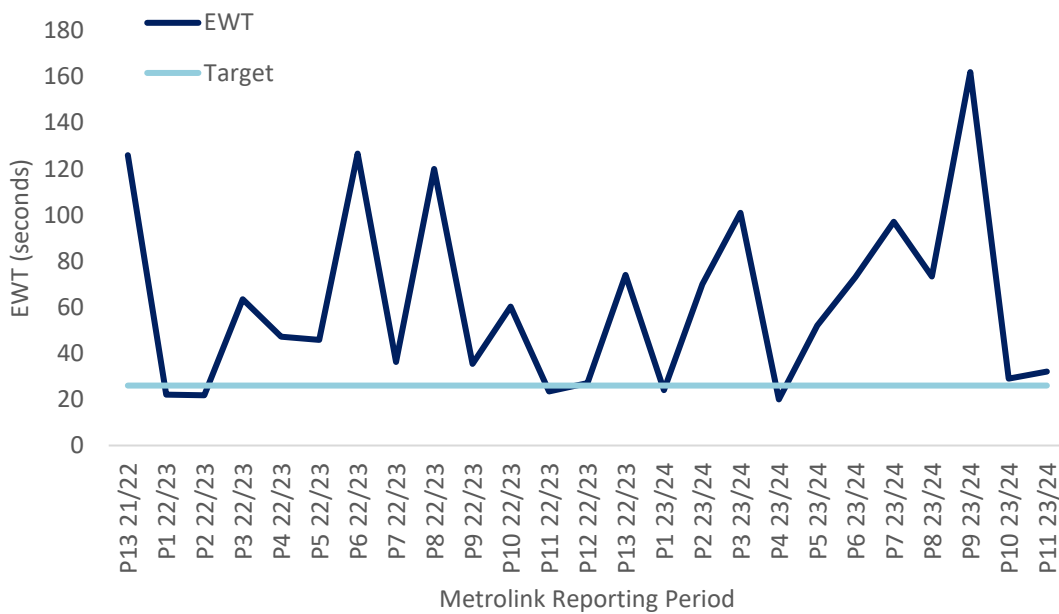


**Metrolink**

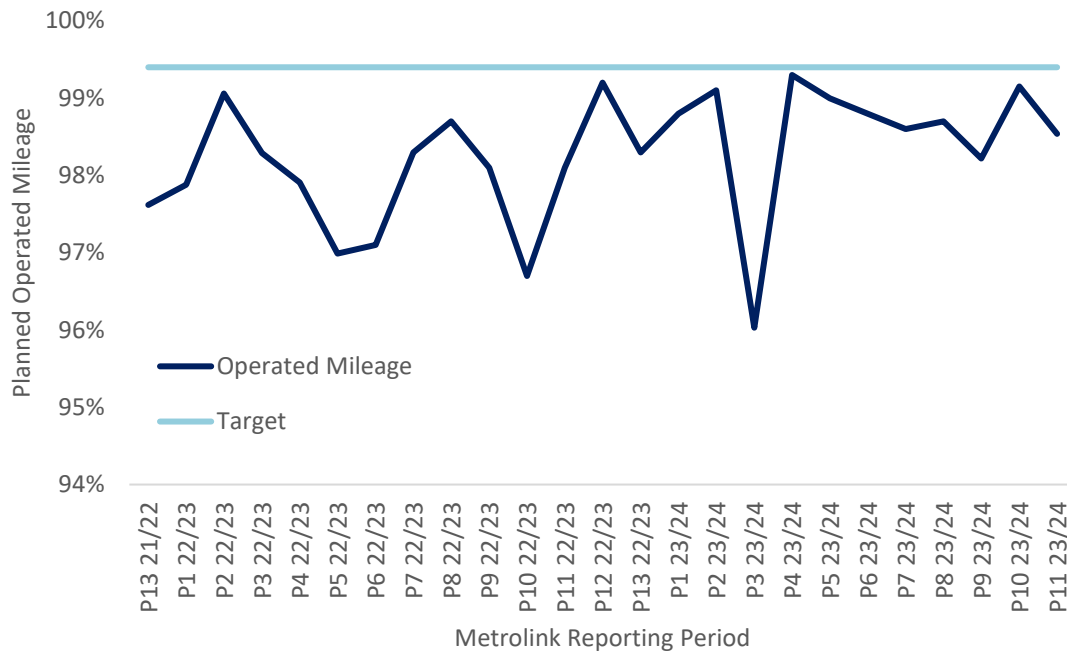
- 2.5. Metrolink reliability remains good with high levels of customer satisfaction with punctuality.
- 2.6. An enhanced approach to tackling fare evasion was launched in October 2023 with an increase in the fine for travelling without a ticket, more staff checking tickets and new inspection devices. Since these measures were introduced fare evasion has fallen by a third.
- 2.7. The number of reported incidents of crime and ASB on the Metrolink network has also fallen. Between December 2023 and February 2024 incidents reported to the TravelSafe Partnership were 21% down on the equivalent period between December 2022 and February 2023.
- 2.8. Tram reliability in mean distance between service failures is above target for the fifth consecutive month (five of the previous six months were below target). A reduction in ASB incidents is one factor driving improvements.

- 2.9. Infrastructure failures affecting service delivery remain above target. Points and signalling issues remain the biggest contributor. Failures are being reviewed to find trends.
- 2.10. More than £21m will be invested to renew and maintain the Metrolink network over the next 12 months, to ensure services remain safe and reliable. The funding, which is from the government’s City Region Sustainable Transport Settlement (CRSTS), is part of a £147m package to maintain, upgrade and improve the network in the period to 2027.

**Chart 2: Metrolink Excess Wait Time (EWT)**



**Chart 3: Metrolink Planned Operated Mileage**



**Highways**

- 2.11. In line with the seasonal trend journey time reliability is below target. After recurrent congestion caused by peak time traffic volumes and travel behaviour, roadworks remain the main cause of delay and the biggest challenge to delivering reliable journeys across the network.
- 2.12. The period also saw several weather events affecting reliability. The Met Office have reported that February 2024 was the warmest on record for England but also one of the wettest. Greater Manchester saw 50% to 75% more rain than average (for February) with localised flooding in several locations. Met Office modelling predicts climate change will result in more weather extremes for the UK.
- 2.13. The delivery of bus priority measures continues with SBNI works on schedule and the final element of the scheme (on the A666 Bolton Road South) has started on street. Priority for late running buses at traffic signals has been delivered at over 140 junctions. Tranche 1 routes have been prioritised. Delivery on Tranche 2 routes will be possible once AVL data from Bee Network buses becomes available. Funding is available for 250 junctions through CRSTS.
- 2.14. Improved crossing and active travel facilities have been commissioned during the period at junctions across GM (including in Bury, Stockport, Salford, Rochdale,

Trafford, Manchester, and Wigan) this includes Mayor's Challenge Fund funded junction upgrade adding segregated cycle facilities at Barlow Moor Road/High Lane/Sandy Lane, Manchester – the final junction upgrade on the Chorlton Cycleway.

- 2.15. The regional centre will see significant schemes delivering improved facilities for cycling and walking over the coming months including Trinity Way and Irwell Street and the extension of the Deansgate Active Travel scheme. The effects of these schemes on highway capacity will be monitored.
- 2.16. As part of Salford Royal Foundation Trust's Trauma Unit development, ITS have delivered four Variable Message Signs (VMS). The signs will help with wayfinding and reduce congestion associated with circulating traffic.
- 2.17. 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 provided assurance that the signal network was working well with the development of the asset and day to day operation delivering benefits.
- 2.18. In the lead up to the launch of the second tranche of Bus Franchising several measures are being put in place to support reliable bus services. A review of traffic signal timings and the identification of any 'hotspots' that cause bus delays along higher frequency bus corridors has been undertaken with interventions being made to improve existing conditions and optimise journey times.
- 2.19. TfGM have also been working with Local Authorities and utilities / works promoters to understand and manage the impact of road works so any clash with the launch of Phase 2 is minimised. TfGM, Local Authorities and Utility companies are working together to improve how road works are undertaken across Greater Manchester, to ensure that these necessary works are planned and implemented in a way that reduces the impact on the travelling public.
- 2.20. In addition, we have invested in four new cctv cameras to provide further visibility across the network where previously we had limited coverage and are installing automatic traffic counters to help us understand traffic volumes for network management purposes.

**Chart 4: Highway Journey Time Reliability**

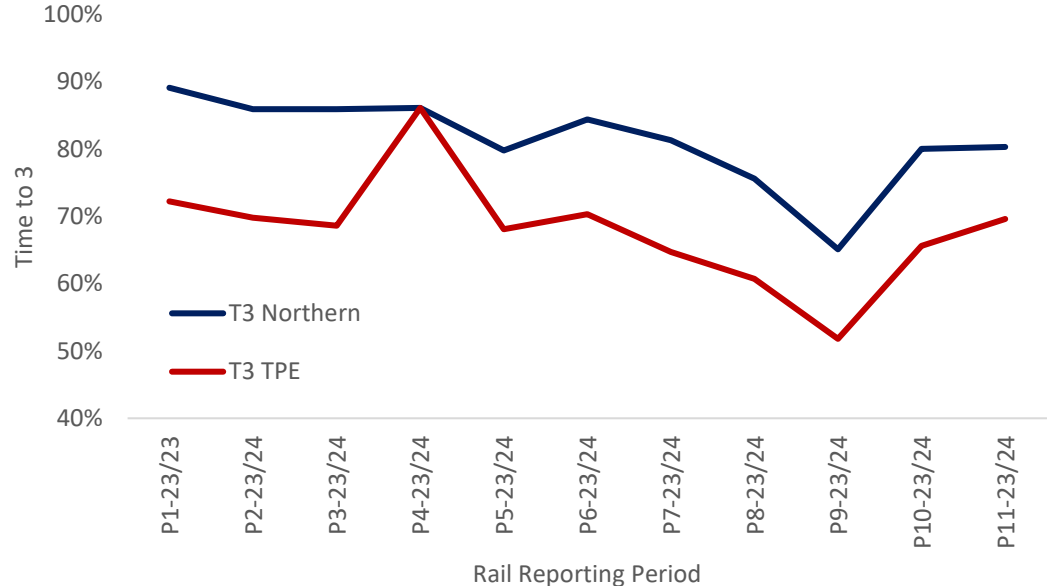


## Rail

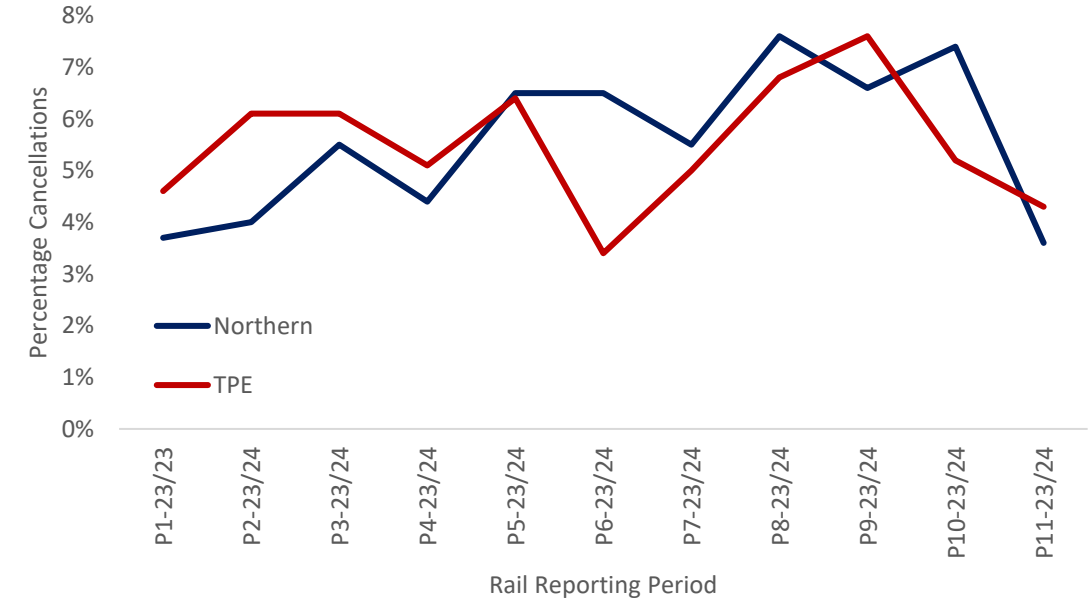
- 2.21. Industrial action by ASLEF members continues to affect passenger numbers, performance, and confidence in the industry. During February ASLEF’s mandate for action was extended by a further six months with 9 out of 10 train drivers voting in favour of continuing industrial action. Industrial action is now in its third calendar year.
- 2.22. Period 11 saw big improvements in performance. Punctuality (PPM) improved for all six GM TOCs. Northern registered increases in PPM of around 8%, with Avanti improving by 13%. Additionally overall cancellations in the period dropped considerably, with Northern and Avanti more than halving their cancelled trains. Avanti resumed a full 3tph on the Euston to Manchester route. Cancellations remain highest for Cross Country services.
- 2.23. However latest ORR quarterly figures (October – December 2023) show Avanti was the worst operator across Great Britain (GB) in terms of Right Time, achieving just 37.2% in the latest quarter (it was 46.3% in the previous quarter, with the latest GB average at 62.2%)
- 2.24. The ORR performance data (October – December 2023), shows an increase in the total number of trains operated in GB compared to the same quarter in 2022.

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: Percentage of recorded station stops within 3 minutes after the scheduled arrival time.**



**Chart 6: Percentage Cancellations**



### 3. Safety and Security

#### TravelSafe

- 3.1. Between December and February, there was an increase in the number of incidents reported to the TravelSafe Partnership (TSP). This is linked to the deployment of the 30 TravelSafe Support and Enforcement Officers (TSEOs) brought onto the network to support the Bee Network. Without these additional reports, the rate of reported incidents on the network is broadly in line with last year.
- 3.2. Of the incidents reported key themes include homelessness, young people being involved in missile related criminal damage, and tram-surfing. Vaping also continues as a trend for lower-level anti-social behaviour<sup>1</sup>.
- 3.3. Between December and February, TravelSafe enforcement activity has seen 19 exclusion notices (removing the implied permission of entry to our sites) issued to prolific offenders, as well as four travel passes removed.
- 3.4. TravelSafe Partnership (TSP) Operations continue across the network, with Operation AVRO<sup>2</sup> (Specialist Operations) taking place on 14 December. From March 2024 TSP Operations will increase to twice weekly, targeting high footfall and hotspot locations to help passenger reassurance and deter crime and ASB.
- 3.5. Six weeks on from the formal launch of Operation Vulcan<sup>3</sup> (Network), a multi-agency targeted operation to rid our streets of criminal activity, the partnership continues to deliver positive results which are summarised in the infographic below:

---

<sup>1</sup> Increased front-line resource across the network are likely to lead to greater incident reporting.

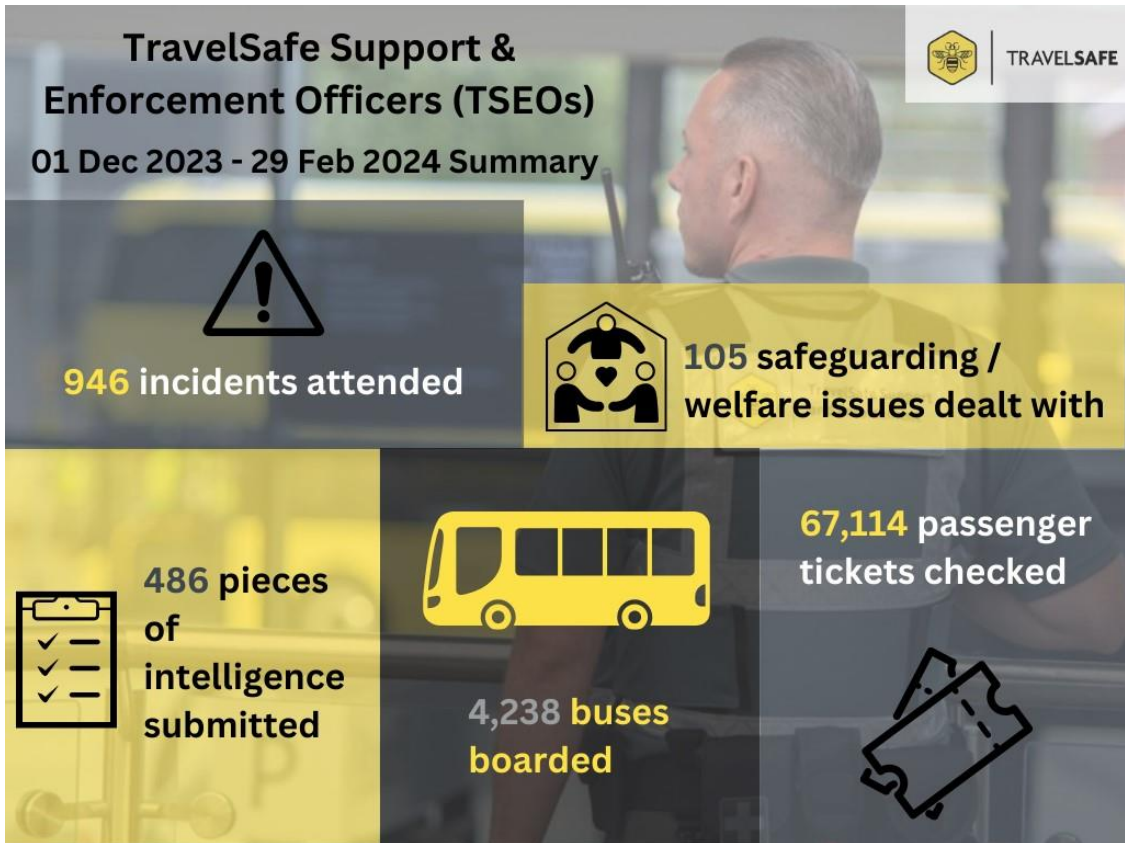
<sup>2</sup> Operation AVRO is a Greater Manchester Police, force-wide monthly day of action which runs in a different district each month to target crime.

<sup>3</sup> Operation Vulcan is a specialist taskforce working alongside a variety of partners to identify the root causes of problems identified in specific areas (Cheetham Hill, Piccadilly Gardens and Piccadilly Station currently). The aim being to eliminate the criminality there in all its forms, helping to create a safer community and supporting businesses to thrive and grow.



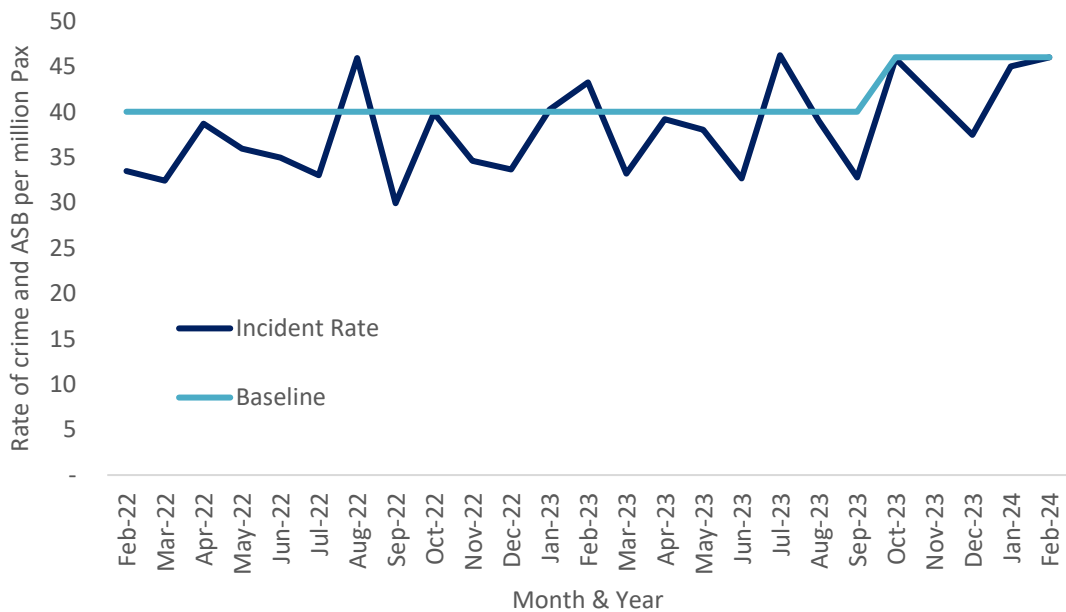
- 3.6. TravelSafe educational engagement recommenced at the start of the academic year (September 2023), with 17,099 young people having received the input to-date.
- 3.7. Foundation 92 deployments have taken place across the network including at, Leigh Bus Station, Ashton Interchange, Middleton Bus Station, Rochdale Interchange, Bolton Interchange, Altrincham Interchange, Wythenshawe Interchange and Bury Interchange. 235 young people have been positively engaged through this intervention.
- 3.8. TravelSafe Support and Enforcement Officers (TSEOs) were introduced onto the Bee Network at the start of bus franchising. Outcomes of the TSEOs between December and February include:





3.9. Recruitment of additional TSEOs to uplift resources in support of Tranche 2 areas is well underway. New officers are currently undergoing onboarding.

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

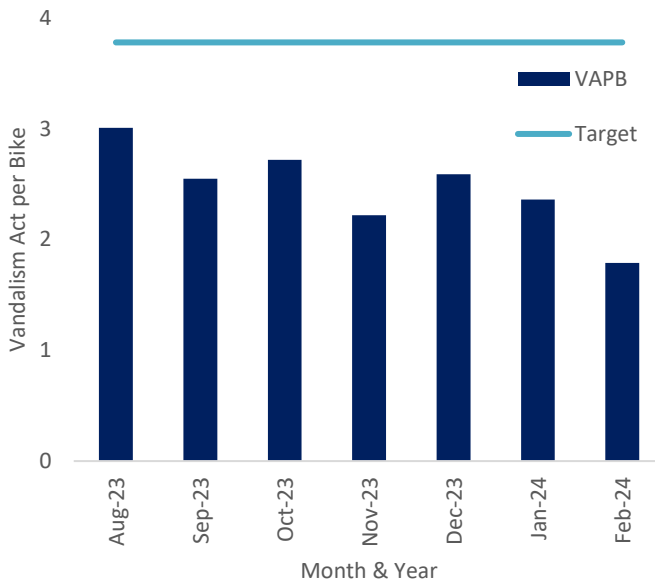


3.10. Baseline increased from September 2023 to reflected increase in reporting due to the deployment of TSEO.

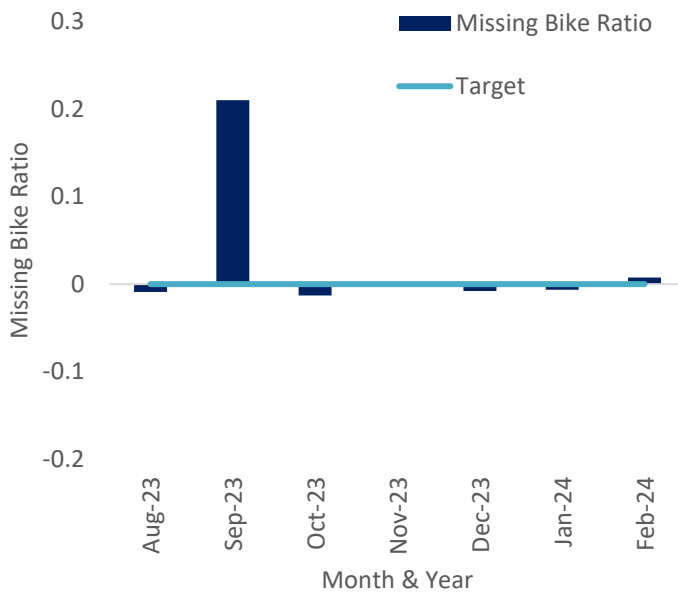
## Cycle Hire

- 3.11. The cycle hire recovery plan remains on track with the beginning of March seeing 800 bikes available on street.
- 3.12. Front lock compliance continues to increase with latest data showing 70% of people are now using both locks. This is up from under 50% when the requirement to use both locks was introduced in November 2023.

**Chart 8: Bike Hire Vandalism Act per Bike**



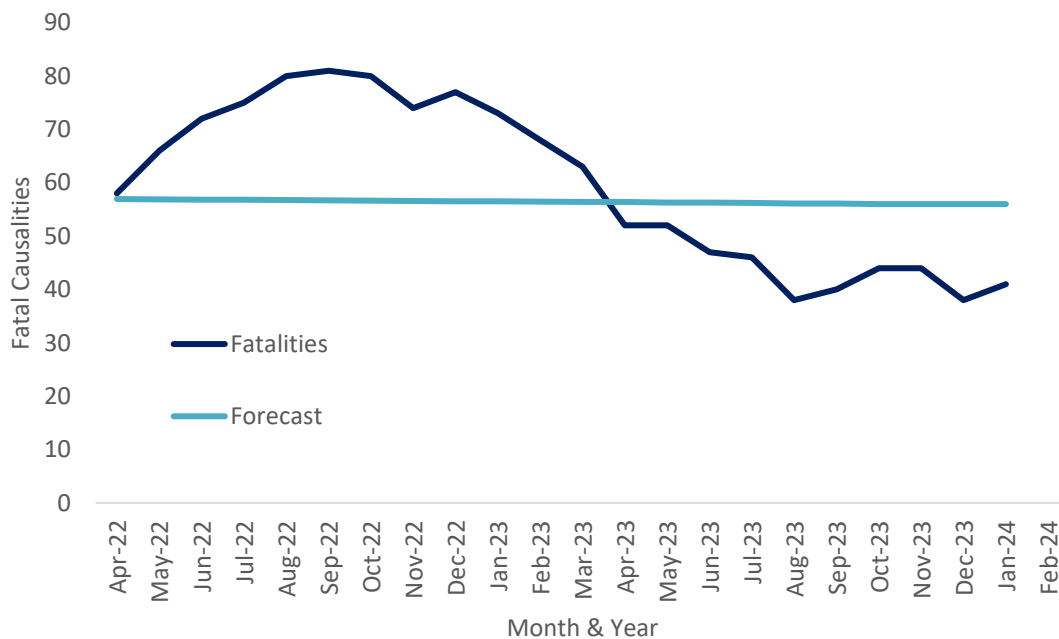
**Chart 9: Bike Hire Missing Bike Ratio**



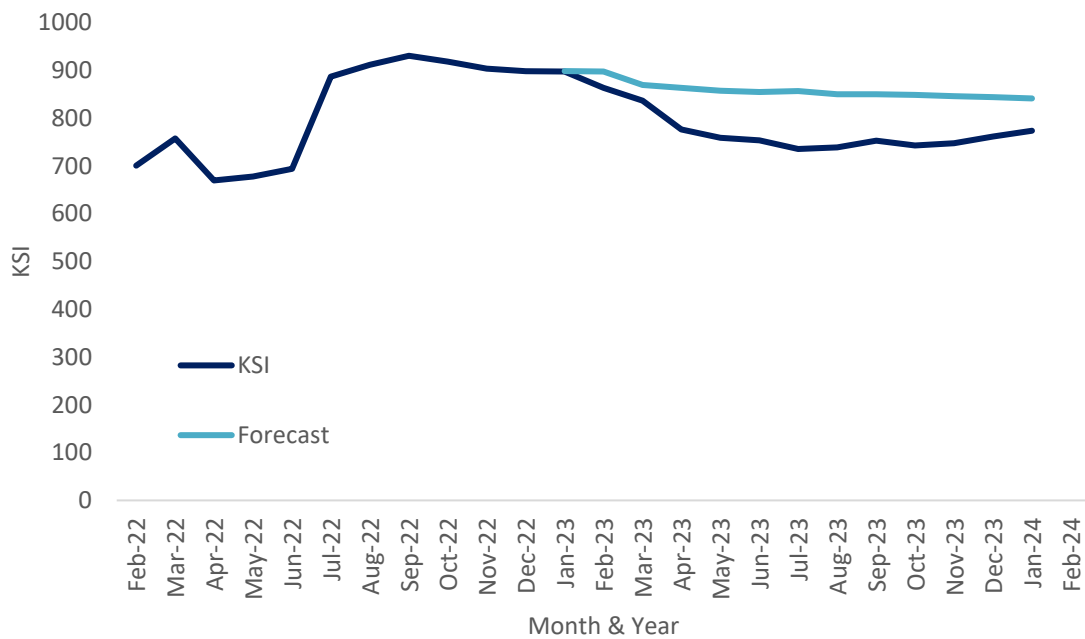
## Highways

- 3.13. A draft version of Greater Manchester’s Vision Zero Strategy was endorsed by the Mayor and other GMCA leaders on 26 January. Public engagement on the draft Strategy was launched on 12th February and ran until 10th March. 1113 responses were received. A further public engagement will be run in May before a finalised Vision Zero Strategy and Action plan will go before the Greater Manchester Combined Authority in November 2024.
- 3.14. Vision Zero, which has been adopted in other parts of the UK, Europe and the United States, aims to stop road death and life-changing injury by 2040, while also halving the number of casualties by the end of this decade.
- 3.15. The latest road safety data (rolling 12 months to November 23) shows an 8.2% reduction in KSI’s from the equivalent period ending November 2022.

**Chart 10: Fatal Casualties (Rolling 12 Months)**



**Chart 11: Killed and Seriously Injured Casualties (KSI) (Rolling 12 Months)**



**Communications**

3.16. Safety campaigns for both Highways and Metrolink were launched for the winter period. The Metrolink campaign urged passengers to stay safe and take extra care on the tram network in the lead-up to and over the festive period. In addition, new linings on the platform notify passengers to keep clear of the area where a double unit would be. The Safer Roads ‘Your Car Can’t Say No’ campaign that ran throughout December, reminded motorists that drink and drug driving kills and urged motorists to plan ahead and arrange their travel home before going out over the festive season.

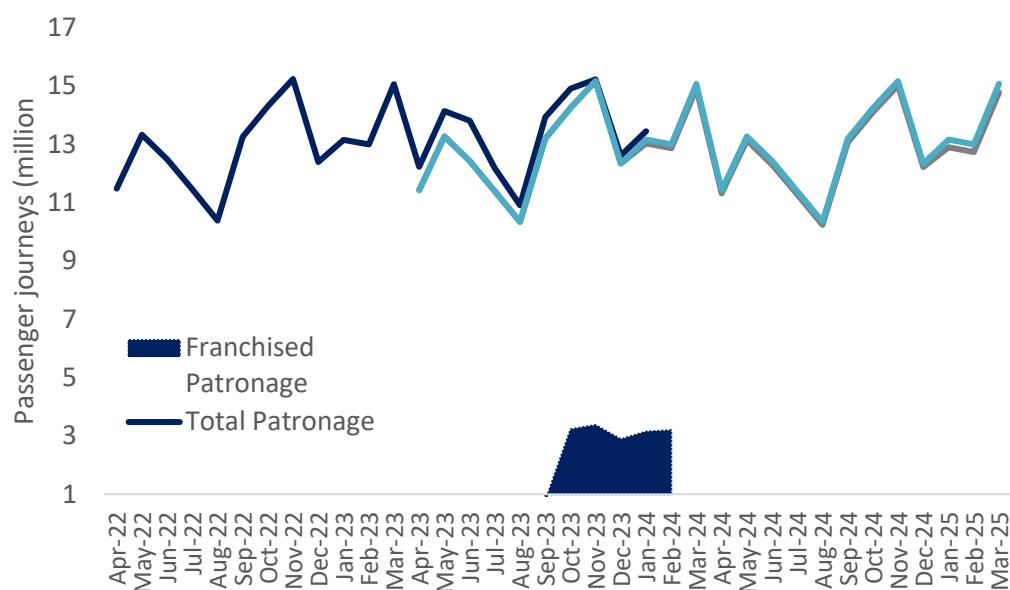
**4. Passenger Journeys and Revenue**

**Bus**

- 4.1. Bus revenue has been consistently tracking above budget since launch. Weekly revenue has increased further throughout February and year to date is 24% above budget. However, increased revenue is being offset by higher than anticipated costs.
- 4.2. Two sets of targets have been developed for Bus patronage. A ‘baseline target’ is based on the estimated patronage trends with the current levels of funding. A

‘strategic target’ is derived from the estimated patronage increase required to meet the ambitions of the Greater Manchester Bus Strategy (30% increase by 2030).

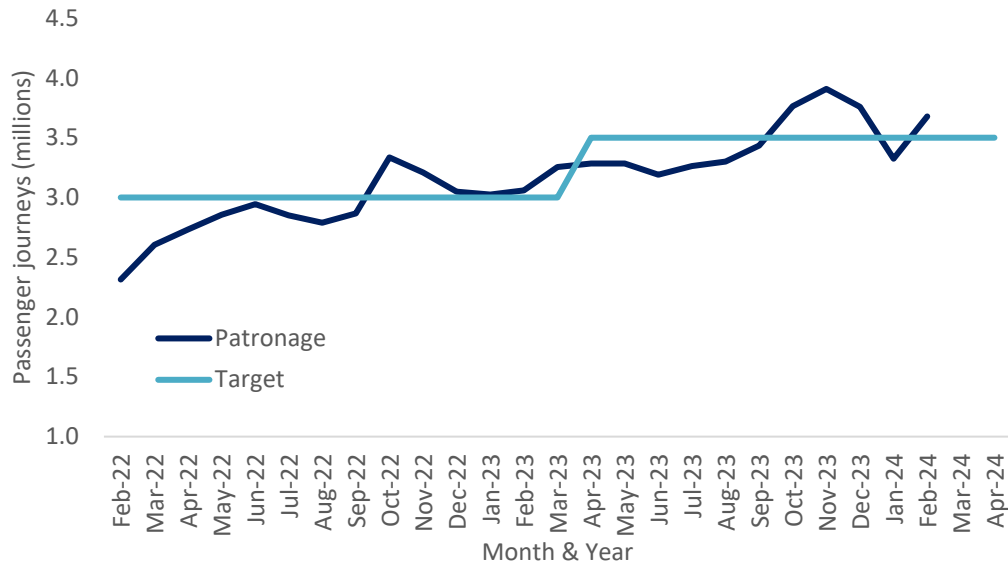
**Chart 12: Bus passenger journeys (millions)**



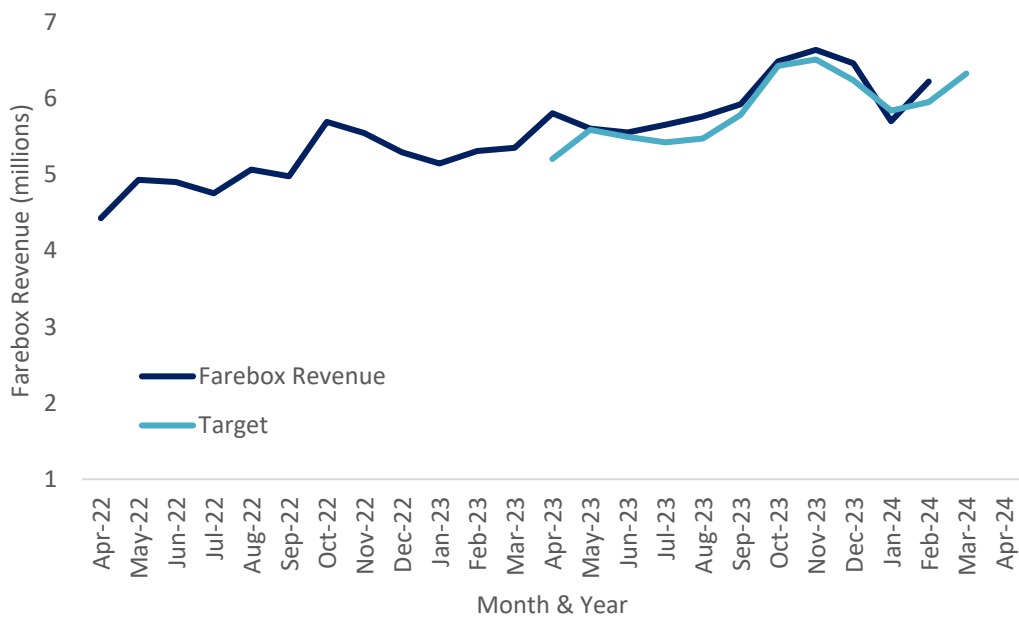
### Metrolink

- 4.3. Metrolink patronage growth has been very strong, reaching or exceeding pre-covid levels in recent weeks. February 24 was the busiest February ever recorded on the network. Revenue remains in line with the challenging budget target year to date. Year to date revenue is 18% up on 2022.
- 4.4. A number of measures have been introduced to reduce fare evasion. In addition to being positively received by customers the new approach is on target to generate an extra £2 million in net revenue per year.

**Chart 13: Metrolink passenger journeys (millions)**



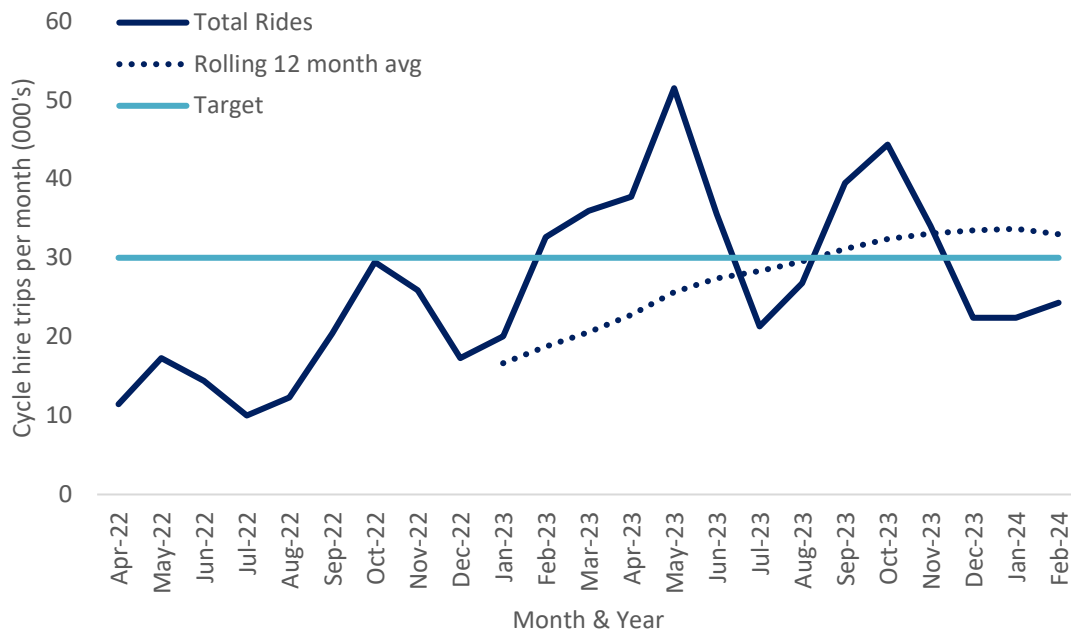
**Chart 14: Metrolink Farebox Revenue (£millions)**



**Cycle Hire**

4.5. The rolling 12 month cycle hire usage remains above target. However, February 2024 saw a reduction on February 2023. This is likely to be attributable to fewer bikes on street and higher levels of rainfall. During February 2024, GM saw 50% to 75% more rain than average. Total GM cycle activity was also down in February 2023.

**Chart 15: Cycle hire trips per month thousands**



## 5. Metrolink Works

- 5.1. Reliability, capacity, and speed are significant factors affecting patronage and have the potential to adversely impact the customer experience.
- 5.2. Significant work is undertaken between TfGM and the Metrolink Operator, KeolisAmey (KAM), to understand the condition of the Metrolink network and thereby inform the renewal programme.
- 5.3. The continuing priority for the Metrolink Renewals and Enhancements Programme (MREP) is the delivery of an ongoing programme of prioritised renewals to ensure the Metrolink network can continue to operate safely.
- 5.4. Several of the prioritised renewals will require disruptive access to parts of the Metrolink network, which may result in full or partial closure of lines, early shutdowns or late starts to service. TfGM and KAM plan these works to avoid busy periods, special events, and football games wherever possible, but with the opening of Co-op Live Arena, a total avoidance of special events is unlikely to be achievable.
- 5.5. The works will be planned to minimise customer disruption and maximise the opportunity to deliver renewal and other works in partnership with KAM and respective Local Authorities.

5.6. When disruptive access to the Metrolink network is required to deliver the prioritised renewals, customers will be advised in advance via various communication channels (social media, website, posters etc), including any proposed bus replacement services provided during the works to minimise the impact to the customer.

### **Customer Impacts**

- 5.7. During the Renewal works, some customers will see short-term disruption as some journeys are rerouted or operated using replacement bus services.
- 5.8. TfGM is working with KAM to plan service patterns to ensure that passengers can still reach key destinations by interchanging between trams or by interchanging to other public transport modes. Where this is not possible, replacement bus services will be put in place.
- 5.9. During the London Road engineering work starting on 22<sup>nd</sup> June, several trams will be stabled at Piccadilly to ensure that the tram service can continue to operate between Piccadilly and Ashton-Under-Lyne on a 12-minute service frequency. A shuttle service (double units) will operate between Piccadilly Station and the Etihad for MCFC matches and Co-op Live events during this period<sup>4</sup>.
- 5.10. It is important to stress to customers that the Renewal works are being delivered to maintain, renew, and improve the Metrolink network as part of a coordinated package of planned maintenance and upgrades. No one line is being targeted for improvements or disruptions above any other.

### **Communications**

- 5.11. A detailed campaign of communications activity will be produced to clearly set out the impact of the works to journeys in advance and emphasise the benefits to future journeys resulting from improvements made to the network. The objectives of the activity are as follows:
- Present the Metrolink Renewal works being delivered to maintain, renew, and improve the network as a coordinated package of planned maintenance and upgrades.

---

<sup>4</sup> Subject to no trams being damaged during the period of stabling out on the network.



- Highlight the customer benefits such as improved journey times, increased reliability, and better customer experience.
- Clearly set out the impact of the works on customer journeys in advance and provide accurate, informative travel information to minimise the impact of disruption; and,
- Ensure key stakeholders including affected households, businesses, politicians, and elected members are updated and informed about the works and engaged in a two-way dialogue.

5.12. The key audiences are Metrolink customers, other public transport users, local residents and businesses, and Local Authorities.



## Timeline of Major Metrolink Works (2024)

Month	Activity
<b>June - July</b>	No trams between Piccadilly and Piccadilly Gardens for track works at London Road. Ashton line effected. Journeys impacted: 220k-250k. <ul style="list-style-type: none"> <li>• Est. Saturday 22 June – Sunday 7 July</li> <li>• Piccadilly and Piccadilly Gardens stops remain open during works.</li> <li>• Some customer impact on city centre travel, tram services on Altrincham, Bury, and Eccles lines will be re-routed.</li> <li>• Tram shuttle service on the Ashton line between Ashton-under-Lyne and Piccadilly</li> </ul>
	No trams between Shudehill and Market Street for track works at Shudehill and the Delta junction. Multiple lines effected. Journeys impacted: 410k-460k. <ul style="list-style-type: none"> <li>• Est. Sunday 28 July – Sunday 25 August</li> <li>• Market Street and Shudehill stops closed during works.</li> <li>• Some customer impact on city centre travel, tram services on Airport, and Bury lines will be rerouted with more services using 2CC</li> </ul>
<b>July – August</b>	No trams between Piccadilly Gardens and St Peter’s Square for track works at the Delta Junction. Multiple lines effected. Journeys impacted: 500k-560k. <ul style="list-style-type: none"> <li>• Est. Tuesday 27 August – Monday 16 September</li> <li>• Piccadilly Gardens and St Peter’s Square stops remain open during works.</li> <li>• Some customer impact on city centre travel, tram services on Altrincham, Airport, Ashton, and Eccles lines will be rerouted.</li> <li>• Some additional services may be rerouted</li> </ul>
<b>August – September</b>	Partial closure of the Bury line between Radcliffe and Whitefield for repairs to Whitefield Tunnel. Bury line effected. Journeys impacted: 180k-200k. <ul style="list-style-type: none"> <li>• September, duration TBC (circa 5 weeks)</li> <li>• Bus replacement between Bury and Whitefield</li> </ul>
	Closure between Rochdale Town Centre and Rochdale Railway Station in September for 10 days. Journey impacted: 20k. <ul style="list-style-type: none"> <li>• Bus replacement between Rochdale Town Centre and Rochdale Railway Station</li> </ul>

*NB Dates and options are indicative and subject to change.*