



Bee Network Committee

Date: Thursday 27th November 2025

Subject: Delivering the Bee Network – Network Performance

Report of: Danny Vaughan, Chief Network Officer, TfGM

Purpose of Report

To provide the Bee Network Committee with an overview of the performance of Greater Manchester's transport network for the period March 2025 – August 2025.

Recommendation:

The Committee is requested to note and comment on the performance of the transport network.

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

Overview and Scrutiny Committee

N/A

1. Introduction

- 1.1. This report provides an overview of the latest achievements in delivering the Bee Network, including an update on performance for the period from March 2025 to the end of August 2025.
- 1.2. The Bee Network is making strong progress in expanding services, improving reliability and growing passenger numbers while keeping fares low and introducing more convenient ways for customers to access the network. Key developments included new night bus routes, enhanced concessionary travel offers, and growing the fleet of zero-emission buses.
- 1.3. Air quality continues to improve across Greater Manchester, supported by cleaner transport initiatives.
- 1.4. The £2.5 billion *Transforming City Regions* funding announcement will further accelerate delivery of major projects, including extending the Metrolink network and delivering a fully electric bus fleet.
- 1.5. Despite industrial action in September, the network remained resilient, with mitigation measures helping to maintain service levels. Overall, the period reflects steady momentum toward a more connected, inclusive, and sustainable transport system.

New Greater Manchester Strategy

- 1.6. The Greater Manchester Strategy (GMS) launched on Wednesday 9 July, setting out a bold vision for a thriving city region where everyone can live a good life. It focuses on two interlocking priorities: growing the economy and ensuring residents can live well.
- 1.7. Seven workstreams underpin this vision, including transport, housing, digital connectivity, and community safety. For transport, the aim is to develop the Bee Network as a transport system for a global city region; making it even easier to get around, connecting every community like never before.

1.8. Emphasising the role transport has to play in delivering the aspirations for growth and the economy, two enhancements to the Bee Network were announced at the launch event:

- Two new hourly night bus services to connect Manchester, Bury and Rochdale; the 17A (Manchester – Middleton – Rochdale) and the 135 (Manchester – Prestwich – Bury). These went live on Thursday 4 September.
- Expanding our concessionary fare offer including the launch of a young persons' travelcard for 18-21 year olds and a pilot (during August) to provide free round the clock travel for older and disabled people. Both of these are complete with a further trial on older and disabled people's pre 9.30am travel scheduled to take place in November.

Cleaner Vehicles, Cleaner Air

1.9. Transport is also playing a part in cleaning up our air. The Bee Network is helping reduce air pollution by introducing more low-emission and zero-emission buses. More than 300 electric buses are now serving communities, and 19% of the bus fleet (compared to a national average of 10% of buses) and ten times more than before the Bee Network took control of bus services, is now zero emission. A further circa 60 Zero Emission Vehicles are currently at the delivery/commissioning stage and up to an additional 78 vehicles are due to be ordered soon, utilising Joint Air Quality Unit (JAQU) funding. In addition, a request for the drawdown of further Integrated Settlement funding to enable the procurement of an additional circa 220 Zero Emission Buses is included in the Transport Infrastructure Pipeline report that forms a separate item on the agenda for this meeting. Once all these additional Zero Emission vehicles are in service circa 40% of the GM franchised bus fleet will be zero emission by the targeted implementation date of March 2027.

1.10. The latest monitoring data shows air quality in Greater Manchester continues to improve. Air pollution dropped again in 2024 in the city region. In 2019, 129 places where air quality is measured had illegal levels of nitrogen dioxide. Having been reduced to 64 in 2023, it fell further in 2024 to 38.

Transport for City Regions Funding

1.11. The Chancellor of the Exchequer came to Rochdale on Wednesday 4 June to announce details of the Transport for the City Regions funding, with Greater

Manchester awarded £2.5 billion for the period to March 2032. The funding will unlock a number of initiatives essential to delivering the Bee Network including:

- Local rail lines to be brought into the Bee Network;
- A thousand new EV buses to create a 100% electric fleet; and
- Delivery of a pipeline of major transport projects including a tram line to Stockport and tram-train services connecting Oldham, Rochdale, Heywood and Bury, new Metrolink stops and modern new interchanges.

Industrial Relations

- 1.12. Following pay negotiations between three bus operators and their unions, First, Metrolink and Stagecoach took industrial action in September, with strike days taking place across GM in late September and early October. Around two-thirds of bus services were disrupted in September, including dedicated school services.
- 1.13. TfGM worked to mitigate the impact on passengers through widespread communications, enabling people to use their bus tickets and passes on all trams and most trains in Greater Manchester, and increasing staff deployment in person across the network and in our contact centre - to respond to passenger questions. As anticipated, the road network and other transport services, including tram, train and Starling Bank Bike Hire, were busier than usual.
- 1.14. 2-year pay deals have now been accepted at First, Stagecoach and Metrolink. A 2-year deal was also agreed by Diamond, without strikes.
- 1.15. Pay is a matter for the operators and their staff – as it is across the country. Nevertheless, TfGM and the Mayor of Greater Manchester worked to bring the negotiations between bus operators and union colleagues to a resolution.
- 1.16. The Mayor and TfGM/GMCA have committed to ensuring the Bee Network delivers a progressive approach to public transport, exploring ways to create parity on minimum levels of pay across the city region; developing a potential Bee Network pension scheme; and continuing to improve working conditions and facilities in direct response to staff feedback. This approach to improvements would not have been possible under the de-regulated bus model.
- 1.17. Separately, Metrolink tram drivers are currently balloting for strike action after failing to agree proposed roster improvements put forward by the operator KAM. Given the

late stage of the Metrolink management contract, TfGM is now directly involved in this dispute, with efforts to broker a deal without strike action occurring.

- 1.18. Finally, TfGM staff represented by Unite and Unison voted to reject the TfGM pay offer and to take industrial action (and in the case of Unison, to take action short of a strike) . Unite took strike action on a number of dates in October, with both unions coordinating strike action in late October and early November. Further strikes are also, currently, planned in late November.
- 1.19. TfGM has worked hard to respond to the unions' asks in a constructive way, and is committed to further discussions with unions to reach a resolution that is sustainable and affordable as soon as possible.

2. Passenger Journeys and Revenue

Growing Patronage and Revenue

- 2.1. Across Metrolink and Bus, the Bee Network is now carrying more than 18 million passengers a month. Greater Manchester is also making more use of the Bee Network's active travel options with Starling Bank bike hire trips up 27% year on year.
- 2.2. All Bee Network modes continue to experience growth, with particularly encouraging progress seen across the bus network.

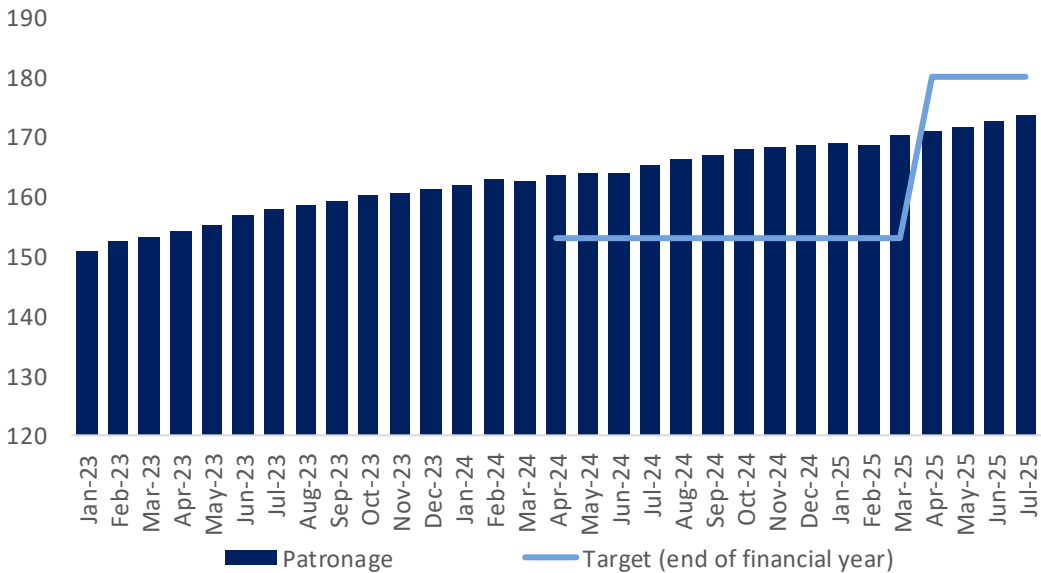
Bus

- 2.3. Where Franchising has been in place for more than a year, passenger journeys on Bee Network bus services have grown significantly and consistently. Tranche 1 (Wigan and Bolton) patronage for the first half of 2025 was 12% higher than the equivalent period 12 months previously. During this period, the Tranche 1 service with the highest patronage growth was the 132, with a 66.7% increase, when comparing January to June 2025, to the same period 12 months earlier. This follows invention to increase the service frequency from hourly to half hourly in October 2024. The V1 service experienced patronage increase of 13.8% during the same period
- 2.4. Tranche 2 (Oldham, Rochdale, Bury, Salford, and north Manchester) patronage was 15% higher than the equivalent period 12 months previously. The Tranche 2 service with the highest patronage growth over the last 6 months (April – September 25 compared to the same period 12 months earlier) was service 33, an increase of

35.83%. The 135 service, which has benefited from a full punctuality review and three additional vehicles, saw patronage increase by 21.8%.

- 2.5. Tranche 3 (Tameside, Trafford, South Manchester and Stockport) areas were only franchised in January 2025 however, we are seeing similar trends to Tranche 1 and 2, which is encouraging.

Chart 1: Rolling 12-month bus passenger journeys (millions)*



***Data is a combination of pre- and post-franchising data from different sources (including operator submissions).**

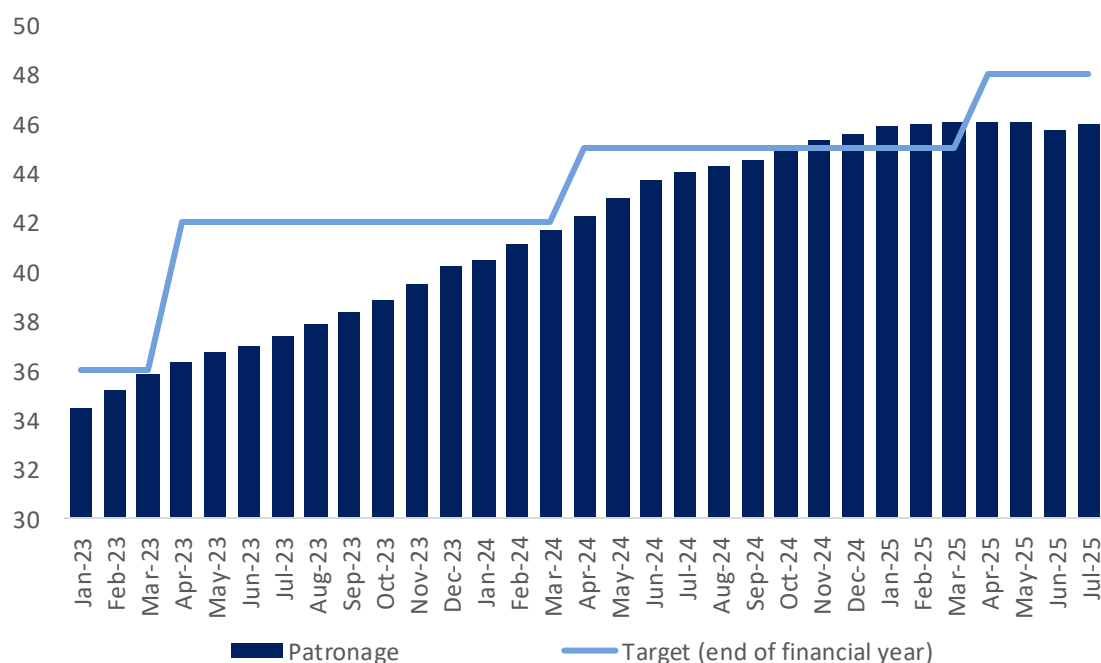
- 2.6. Bus revenue is c.4% above the target in the financial year to date. The year-on-year growth as detailed above is supporting the ambitious revenue targets.
- 2.7. During the financial year to date, bus revenue totalled c.£60m. Despite the seasonal reduction in boardings during the summer holidays, revenue remains strong with around £3m of revenue taken each week on buses during the summer holiday period.

Metrolink

- 2.8. 2024 set new records for passenger journeys on Metrolink. The record-breaking number of 45.6 million passenger journeys beat the previous record set in 2019. This year has seen a slowdown in growth, particularly in recent months, with city centre track engineering works being the main contributing factor.
- 2.9. Despite the challenges of track renewal severing the network, boardings in July were 7% higher than in July 2024, with a busy events programme, including five nights of Oasis concerts at Heaton Park, being a key factor.

- 2.10. A strong ‘bounce back’ in passenger numbers has already been seen following the summer track renewal works – which are integral to supporting continued growth across the city-region – with year-to-date patronage now 4% higher than last year.
- 2.11. The completion of city centre works, the return of education trips and the increase of commuting trips from September are however expected to test capacity at peak times.
- 2.12. TfGM is working to improve capacity on the Metrolink network, as set out in the recent update of the Rapid Transit Development programme presented to the August Bee Network Committee meeting. Also on the agenda for this meeting, in the Transport Infrastructure Pipeline report, is a request for funding to develop the next generation of Metrolink vehicles as well as options for tram-train, In the near term, TfGM is working with the tram operator, KAM to consider capacity improvements through maintenance changes, bringing line speeds back up to design following the track renewal programme, and potential amendments to service patterns to better suit demand. Further updates will be provided to the Committee in due course.

Chart 2: Rolling 12-month Metrolink passenger journeys (millions)

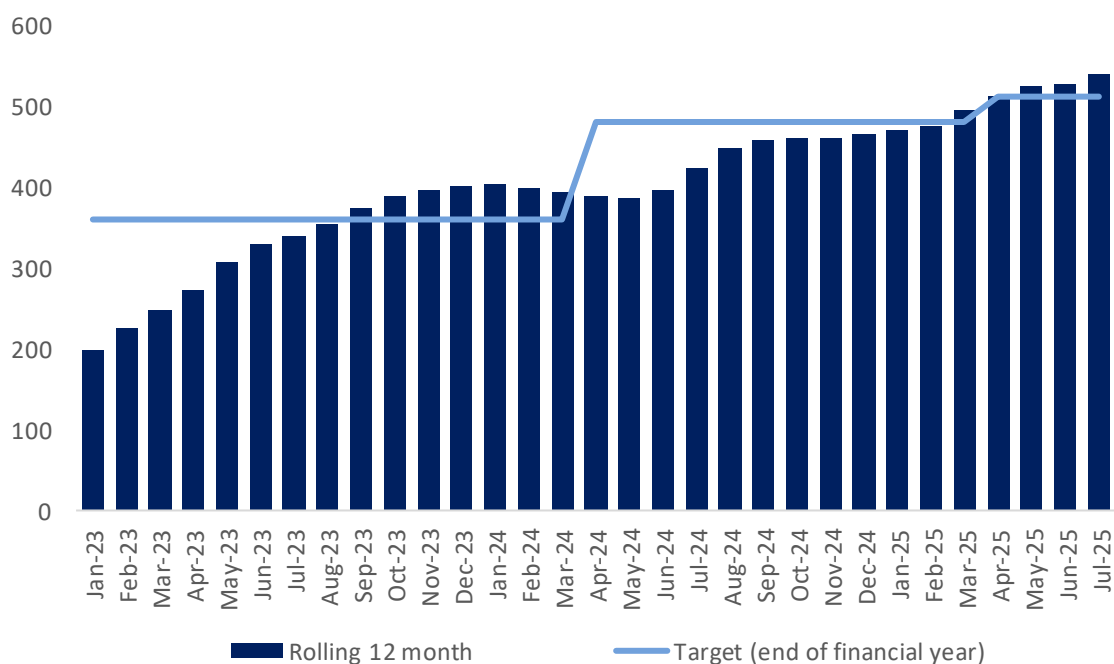


Cycle Hire

- 2.13. The Starling Bank bike hire scheme continues to set new records for usage. During the 12 months to July 2025, the scheme saw 541,000 rides, 27% up on the same time last year.

- 2.14. Bike availability remains a challenge with persistent high levels of theft and vandalism. Complex repair jobs and supply chain issues have also compounded the issue. Although bike availability over the last 6 weeks has averaged around 770. improved following the return to school in September. The scheme operator, Beryl is still working towards getting availability back over 1,000. Despite these challenges usage remains high, and bike distribution is good.
- 2.15. Revenue from rides is 10% above target. Each ride on average generates just over £1, with the roll out of the new more popular e-bike fleet expected to increase the yield.

Chart 3: Rolling 12 month Cycle hire trips (thousands)



3. Customer Experience

- 3.1. Customer satisfaction, our '*net promoter*' score and our '*care*' metric all remained stable in the first half of the year. Customer satisfaction is at 85% and three quarters of people asked, said that the Bee Network is investing in improving journeys, with 72% agreeing that the Bee Network is an organisation they can trust. Nearly two-thirds of the people we spoke to said that the Bee Network is something GM should be proud of.
- 3.2. Satisfaction with bus services is higher in the Tranche 1 and Tranche 2 areas than the more recently franchised Tranche 3 area. Wigan is the area with the highest customer satisfaction at 94%.

Delivering an Integrated Transport System

- 3.3. On Monday 24 March, the Bee Network passed a major milestone with the delivery of an integrated payment system referred to as “Tap and Go”. Tap and Go is a key component in delivering GM’s integrated transport system. It enables passengers to travel seamlessly between bus and tram without the need for a ticket and ensures passengers will always pay the best price for public transport. It also enables speedier boarding at stops and interchanges, cutting wait times and keeping services reliable.
- 3.4. The system has been a huge success with more than 1.4 million individual customers already making more than 14 million Tap and Go journeys from launch to the end of August.
- 3.5. Of all transactions made on Bee Network buses by paying adult passengers, more than half (54%) are now made using Tap and Go and 56% of ‘hopper’ journeys on bus use Tap & Go.
- 3.6. Further improvements to ticketing options and ways to pay on the Bee Network continue to be developed. From Monday 18 August Apple users were able to use Express Mode (enabling even quicker and easier payment) when travelling on bus or tram. GM is the first public transport system outside of London to offer Express Mode.
- 3.7. Our Pass is a cornerstone of the Live Well strategy, enabling 16-18 years older to access free bus travel, half price travel on Metrolink and other discounted and free experiences and offers to support them to learn, earn and enjoy opportunities throughout Greater Manchester.
- 3.8. On 1 September, following customer feedback those 16-18 year-olds who want to apply for their Our Pass digitally and then to receive it digitally via the Bee Network app can now do so. Around 90% of new applications for Our Pass have been for the digital pass option. A plastic card option still exists for those young people who want to use that option.
- 3.9. Since launch, just over 23,000 young people (94% of the current Our Pass cohort) have used the digital Our Pass for travel; and over 678,000 digital journeys have been made since launch.
- 3.10. Also, at the start of September a new scheme launched providing half price bus travel for 18–21-year-olds. Around 150,000 people in GM will be eligible to purchase

a 28-day Bee Bus Ticket for £40 (rather than the full adult price of £80) to support people as they transition from free bus travel in Our Pass to a full adult fare.

- 3.11. Since the launch of the scheme over 2,000 people have applied with an average of around 80 new applications each week.

Delivering Improved Bus Services

- 3.12. During the first week of September, several positive changes were made to bus services. From Thursday 4 September, 24-hour pilot bus services commenced on the 135 and 17/17a, connecting Manchester and Bury via Prestwich, and Manchester with Rochdale via Middleton. These round-the-clock buses serve key employment sites and hospitality spots on Thursdays, Fridays and Saturdays.
- 3.13. The 582 service saw frequencies improve from every 12 minutes to every 10 minutes between Bolton, Atherton and Leigh on Mondays to Saturdays.
- 3.14. V1 services between Leigh, Tyldesley and Manchester saw more services added and are run every 4 minutes between 7am and 8am on weekdays towards Manchester and every 5 minutes between 3.30pm and 4.30pm from Manchester.
- 3.15. Services in, and around Trafford were also improved with changes to the 5, 5A, 280 and 287 following customer feedback.

Delivering for Events

- 3.16. Transport operations were under the microscope during a busy summer events programme headlined by Oasis' five concerts at Heaton Park. Almost 400,000 fans attended across the five nights, alongside other events at the Co-op Live and AO arenas. Event plans delivered additional capacity, with double trams leaving from Victoria every six minutes at peak times and a dedicated shuttle bus service from the Northern Quarter direct to Heaton Park. 30% of all journeys were made by tram or shuttle bus with a further 20% opting to walk to the venue, meaning around 50% of all journeys were made by sustainable transport.
- 3.17. Customer feedback around the event transportation was very positive and the event organiser praised the collaboration between TfGM, Manchester City Council, Bury Council, Heaton Park and GMP.
- 3.18. With a yellow health warning for heat in place on the first weekend of the Oasis concerts, TfGM partnered with a supplier to provide free water to those travelling through the city centre.

- 3.19. Further summer events have included concerts at Wythenshawe Park, Parklife, Women's Rugby World Cup and Manchester Pride, all of which featured bespoke transport plans to ensure customers could access the events safely and sustainably.

Dementia Awareness - Supporting Customers, Drivers and Frontline Staff

- 3.20. In line with the commitment to ensure that all drivers and frontline staff receive dementia awareness training, TfGM has begun rolling out its *Train the Trainer Dementia Awareness* training programme. The aim is to equip staff with the knowledge and confidence to support passengers living with dementia, creating a more inclusive and understanding transport environment. To deliver this, we have worked with the Alzheimer's Society, using their evidence-based training materials to ensure the programme is both impactful and grounded in lived experience.
- 3.21. For TfGM staff, training has begun to be delivered to frontline staff in the Contact Centre and Facilities and Operations with TravelSafe Support and Enforcement Officers T beginning in September, with the ambition that all these staff will be trained by the end of December 2025.
- 3.22. The final cohort of Train the Trainer sessions is scheduled for 25 and 26 September, with participants from Metrolink, Diamond (Rotala), and First Bus. Completion of these sessions will ensure all operators are equipped to begin rolling out the training internally to their staff.
- 3.23. We have also agreed with the Alzheimer's Society, DVSA and the bus operators to incorporate the training for bus drivers into operators' driver Certificate of Professional Competence (CPC) programmes. Each operator will now seek DVSA approval for their individual training packages and begin to roll this out through their CPC training programmes.

New Passenger Information Displays (PIDs)

- 3.24. PIDs at bus stops increase passenger confidence, with nearly two thirds of customers stating they would take the bus more often if more stops had PIDs. As a result, procurement has now concluded to purchase and install new PIDs in over 300 key locations across GM, including stops and interchanges.
- 3.25. New PIDs will provide digital real time information to customers making public transport easier to find and understand, improving customer confidence and enabling them to make informed travel decisions, supporting people who have

accessibility needs to travel with ease and confidence, supporting people who are digitally excluded, and making public transport a more attractive and reliable proposition for all.



Passenger Information Displays

4. Reliability

- 4.1. Against a backdrop of a number of challenging events and issues between March and August, the transport network performed well overall. Each transport mode is dealt with below but for the period in question, Greater Manchester saw record hot weather, large scale planned disruption for engineering works (rail and Metrolink), major events such as Oasis (as detailed above), and regular protests taking place in the city centre.
- 4.2. The Met Office reported June 2025 as the hottest on record in England with further heatwaves during July and August. Hot weather plans were implemented including speed restrictions at a number of locations on the Metrolink network to ensure safety and to protect infrastructure.
- 4.3. The network performed well, with Bus punctuality above target (of 80%) and Metrolink Punctuality at 88% (compared to the target of 90%).

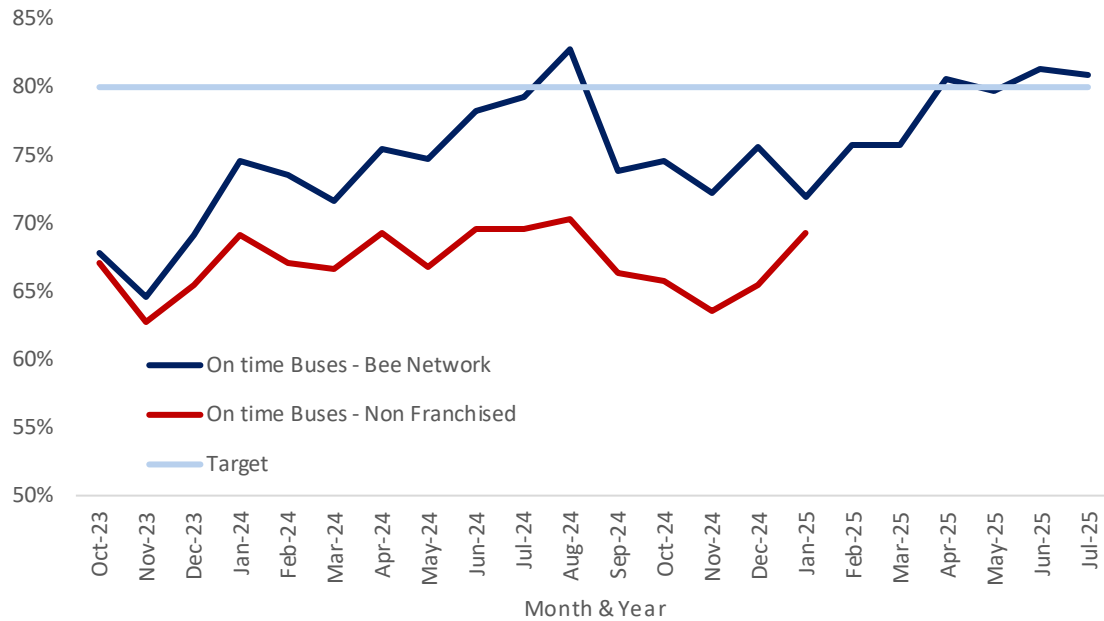
Bus

- 4.4. A range of initiatives to improve the performance of Bee Network bus services are being delivered including service improvement measures, priority for late running buses at traffic signals and tackling the impact of roadworks through closer working with local authorities and roadwork promoters.
- 4.5. Performance across all three franchised tranches has improved. From the end of May to the end of August, the bus network average on-time performance exceeded the 80% target level every week, except the week ending 12 July, when on-time

performance was 79.14%. This compared to a network average of around 66% prior to the introduction of franchising.

- 4.6. In Tranche 1, punctuality has consistently seen on-time levels above 80% since the start of April 2025. This followed a detailed review of services and the introduction of additional buses to improve performance.
- 4.7. Reliability in Tranche 2 is also better than before, following similar investment in improving services. On-time punctuality in Tranche 2 has averaged 78.4% over the three months to the end of August, representing a huge improvement for passengers.
- 4.8. Tranche 3 services are performing well with average weekly punctuality exceeding pre-franchise levels on all but one day from the beginning of April to the end of August. Early interventions have already been made to improve performance, including retiming some school services following some initial challenges. Work continues to identify and implement other initiatives that are needed to make service levels more resilient.
- 4.9. To support enhanced bus reliability in the regional centre, a new Regional Centre Strategic Bus Partnership has been established, bringing together officers from TfGM's Bus, Highways and Strategic Planning teams with colleagues from Manchester, Salford and Trafford councils, as well as bus operators when appropriate. The Partnership will provide senior level joint oversight of bus services in the Regional Centre and to maximise the contribution Bee Network bus services make towards the Regional Centre's economic, growth, social, and environmental objectives.
- 4.10. Delivering on our commitment to transparency and accountability, weekly reporting of bus performance continues to be published. Performance figures are posted on social media and linked to a more detailed report on the TfGM website.

Chart 1: Bus Punctuality



Metrolink

- 4.11. The 2025 Metrolink renewals programme went to plan but did impact on reliability. The section of track between Piccadilly Gardens and Piccadilly Station closed from 3 June to 10 August. This required some trams to be stabled on the Ashton Line, unable to return to the depot, which reduced the opportunity to repair some vehicles.
- 4.12. Speed restrictions implemented during successive heatwaves also impacted on performance.
- 4.13. Despite the extensive renewals programme and weather events performance remains good and customer contact about tram delays was comparatively low.

Chart 4: Metrolink Reliability

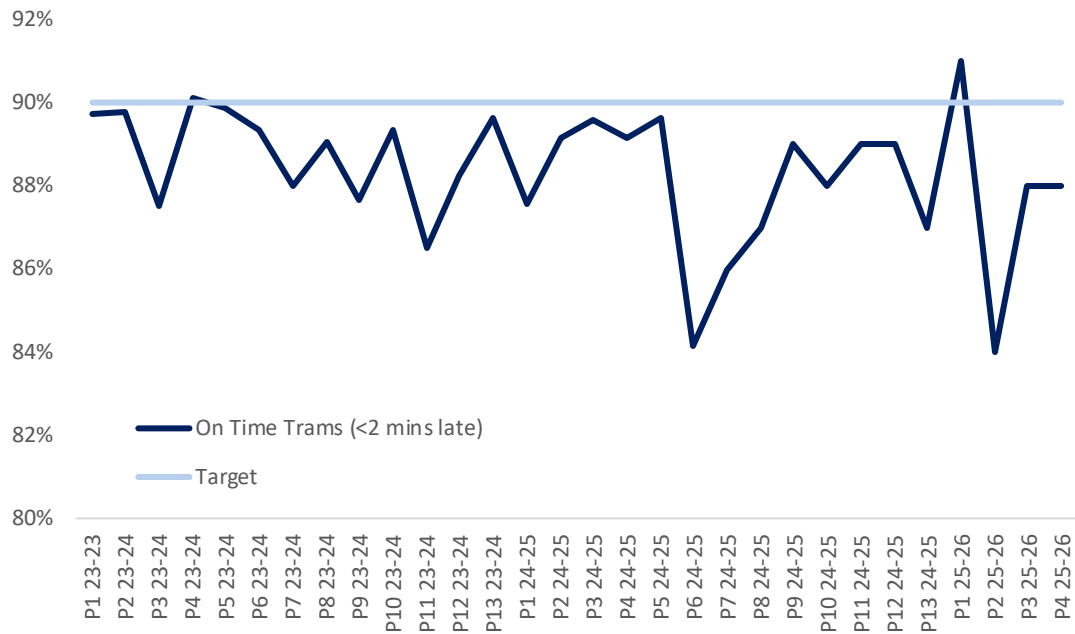
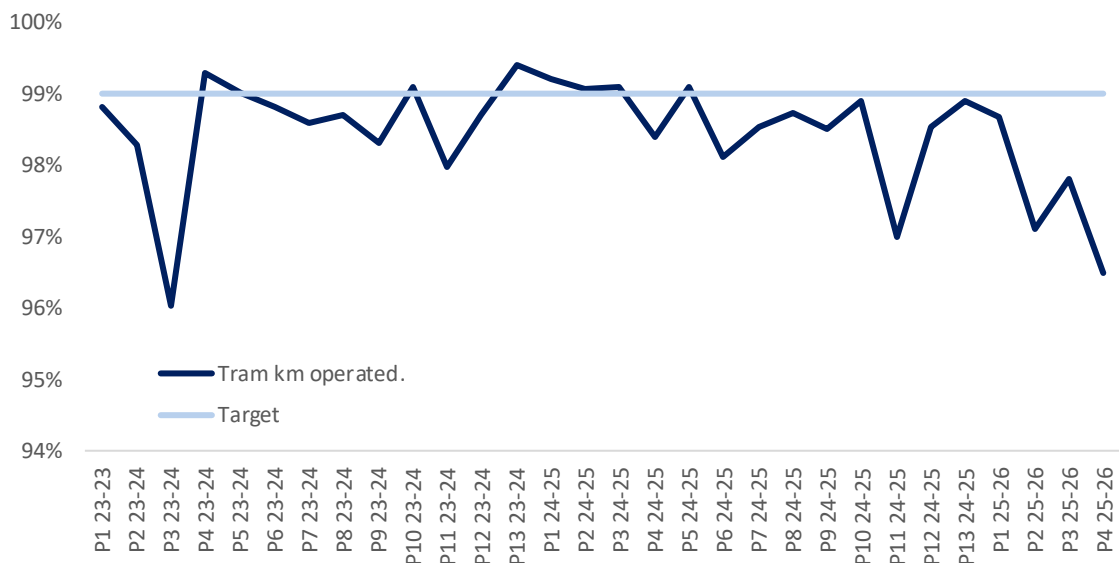


Chart 5: Metrolink Planned Operated Mileage



Highways

- 4.14. The traffic signal network in GM is the largest outside London, comprising of 2,500 sets of traffic signals (1,400 junctions and 1,100 pedestrian crossings).
- 4.15. The signal network continues to be used as a key tool for managing journeys across all modes. Over half (1,400) run on adaptive control with signal timings varying depending on demand to help manage the movement of people and vehicles more efficiently. Additionally, with signals providing priority to trams where Metrolink

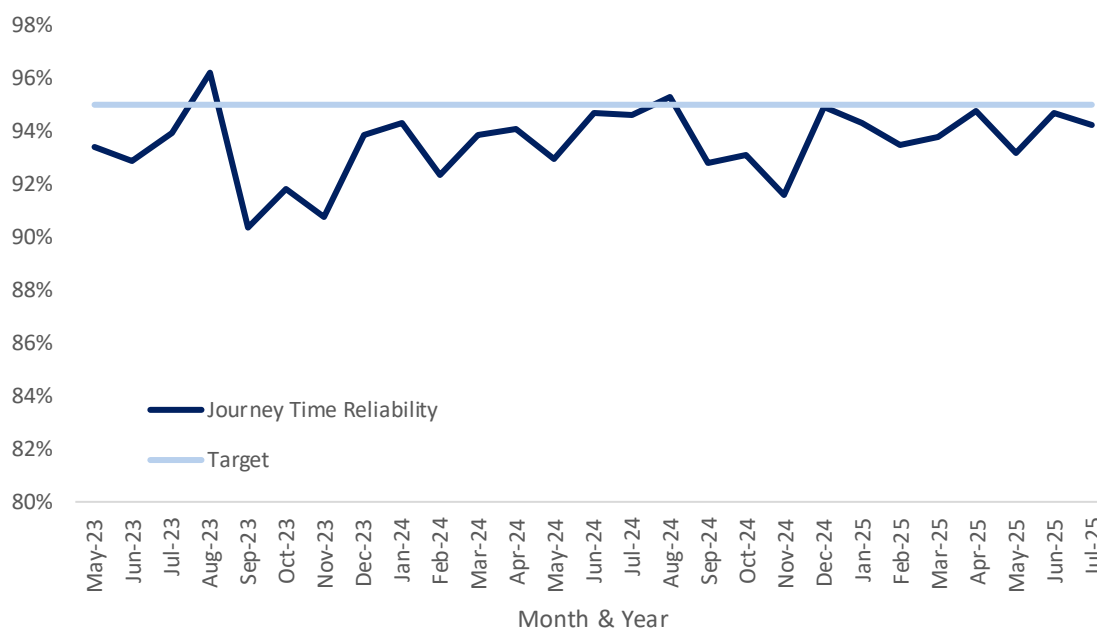
intersects the highway and priority for late running buses at more than 250 junctions, more than 1 in 4 junctions) are now providing priority for public transport.

- 4.16. GM is a growing city region and traffic levels are increasing at a faster pace than the UK and England average, with data from the DfT showing volumes in GM are 1.6% above pre-pandemic levels (2019).
- 4.17. For TfGM to continue to deliver its delegated highway responsibilities and the aspirations set out in the GM Strategy there is a need to go further and invest in new technologies and opportunities to manage the network.
- 4.18. The new FUSION adaptive traffic signal technology provides an opportunity to do more with existing road space and can provide efficiencies of up to 25% compared to traditional adaptive control. A pilot will deliver the installation of FUSION at 32 junctions across four GM, all of which are busy bus routes. A range of junctions have been selected for the pilot to develop skills and learning as well as reduce general congestion along busy bus routes, improve journey times and reliability for bus users.
- 4.19. Operationally the summer months have been a challenging period. Substantial engineering and utility works are often targeted to the summer holiday period; and these works affect capacity and travel behaviour and when combined with the effects of scheme delivery, other construction activity and the reallocation of highway capacity (such as on Deansgate, Bridge Street, Great Ancoats Street etc.) resulted in periods congestion in and around the regional centre. The TfGM Highways team worked with Local Authorities and works promoters to improve signage, traffic management and diversions and used the signal asset to deploy gating strategies and priorities movements to manage the flow of traffic through the seasonal impact of works and events.
- 4.20. Roadworks are a significant contributor to congestion, accounting for more than half of all non-recurrent delays. A range of activity is underway to help manage the impact that these essential utility, improvement and construction works have on the network.
- 4.21. Traffic engineers continue to work within TfGM's Operational Control Centre (OCC) to monitor the network, making changes to the signal timings when necessary. In addition, signal strategies for a range of known or recurrent issues continue to be

developed. These signal strategies can be deployed by the OCC 24/7 and were used 2,500 times during the last 12 months.

- 4.22. TfGM's work with Google on an artificial intelligence (AI) project to ensure signal timings are optimised has been featured in news reports in France and the USA¹. The initiative, designed to reduce stop-start traffic and associated vehicle emissions, has delivered a range of benefits. At junctions where signal timings were adjusted there has been up to a 16% reduction in the number of vehicles stopping, saving idle engine time.

Chart 6: Highway Journey Time Reliability



- 4.23. A number of other projects are underway to further develop the capability of TfGM's OCC, including commissioning new traffic cameras at strategic locations (averaging 3 locations per month); the use of drones; and the deployment of a new incident management system (falcon) which provides enhance data collection around incidents and events.

¹ [Greater Manchester first in UK to work with Google on Green Light project](#)

Rail

- 4.24. Crew availability continues to be a challenge for operators. Northern are continuing to run a Short-Term Plan on Sundays with fewer than 200 trains across GM.
- 4.25. As a result of legacy diesel unit availability, Northern are also intending to reduce the number of carriages from four to two on 44 north-west services from the December 2025 timetable, further reducing capacity.
- 4.26. Cross Country cancellations are at 15%, with weekend service users often seeing one in four trains cancelled. Members of the RMT (Rail, Maritime and Transport) Union are also involved in strike activity at Cross Country. Strike action in the period coincided with public holidays and major events, including Manchester Pride.
- 4.27. The latest quarterly figures (January to March 2025) published by the Office of Rail and Road (ORR) show Avanti was the worst operator across Great Britain (GB) in terms of 'on time trains', achieving just 41.6% in the latest quarter (this was 2.9% points down on the same time the previous year), with the latest GB average at 68.1% (down 0.2 % points the same time the previous year).
- 4.28. The ORR performance data (January to March 2025) shows a continuing increase in the total number of trains operated in GM. The latest data shows increases for all GM operators including TransPennine (+10.7%), Northern (+5.8%) and Avanti (+7.2%). Nationally the increase was 3% in the same quarter the previous year.
- 4.29. Nationally, both punctuality and reliability are stable. There was no change in PPM and cancellations are 0.1% up on the same period the previous year.

Chart 7: Public Performance Measure (PPM)

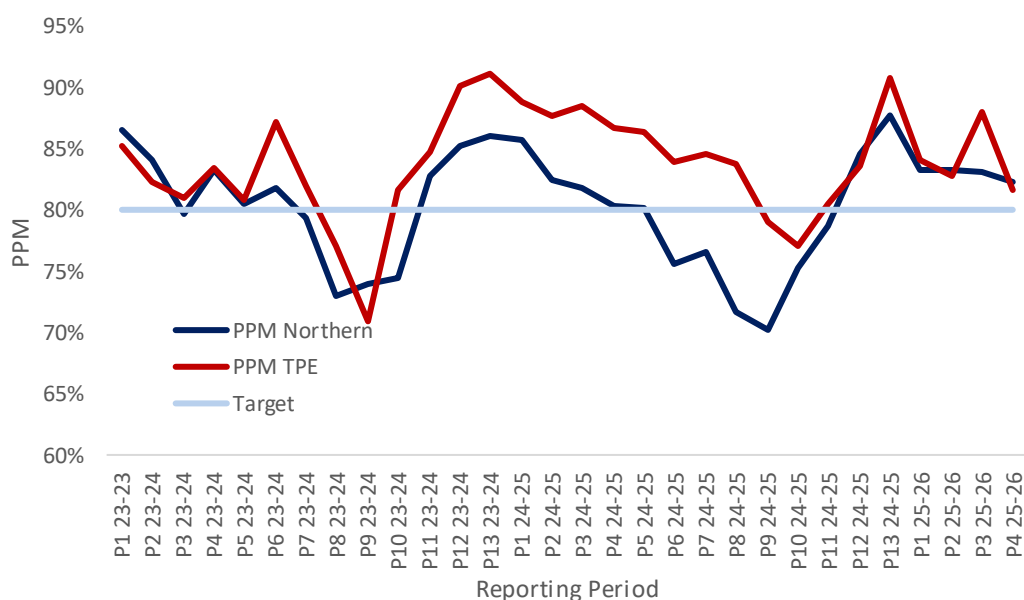
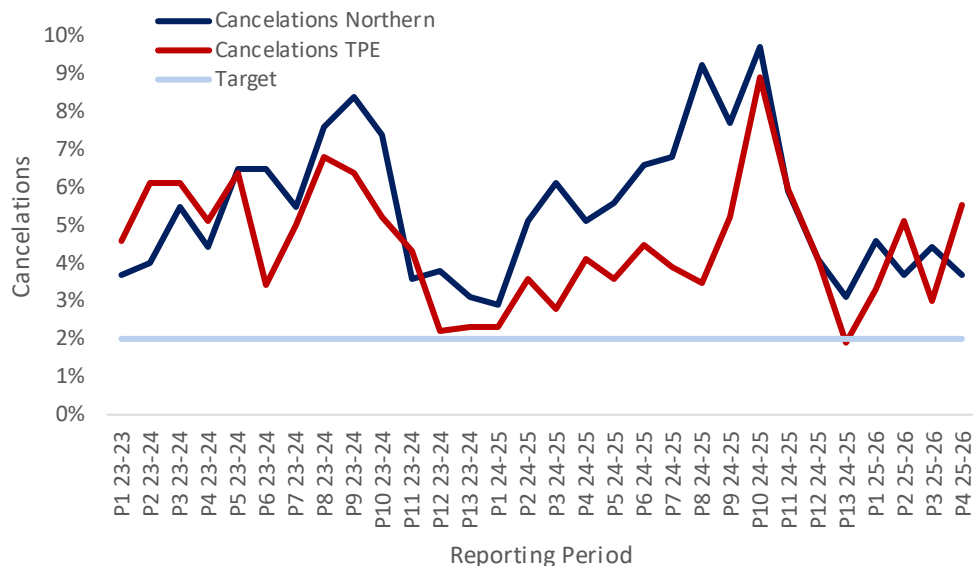


Chart 8: Percentage Cancellations



- 4.30. A programme of major rail upgrades in GM continued in the period. Salford Central was closed for 10-weeks (between Monday 10 February and Monday 21 April) to deliver platform upgrades, a new roof and improvements to accessibility. Work at the station will continue in October 2025, with the station remaining open throughout this time. At Salford Crescent, work to add a third platform and increase capacity will continue into 2026.
- 4.31. Network Rail bridge replacement works at Greek Street also continue to plan. The railway through Stockport (one of the networks busiest routes with 400 passenger and 50 freight trains each day) was closed between Saturday 2 and Friday 22 August. Measures put in place including customer communications and train diversions, ticket acceptance and replacement bus services have worked well. Colleagues at Stockport Interchange supported passengers and 4,500 rail tickets were accepted on Bee Network Bus services each week.

Northern Fleet Replacement Strategy – Bee Network Interface Update

- 4.32. Northern has initiated a major fleet renewal programme, with Class 382 electric multiple units (EMUs) expected to be the first new trains introduced, arriving for testing and training in 2030. This forms part of a wider procurement strategy launched in 2024, split into three Lots:

- **Lot 1:** EMUs
- **Lot 2:** Multi-mode units (MMUs – electric, diesel, battery)
- **Lot 3:** Battery-electric units (BEMUs)

- 4.33. The strategy aims to replace at least two-thirds of Northern's current fleet over the next decade, reducing the number of train types from ten to five or six to simplify operations and maintenance.
- 4.34. Phase 1 includes 131 units (464 vehicles), with further phases potentially increasing the total to 255 units (896 vehicles). Initial replacements will target the oldest diesel units (Classes 150, 155, 156), with cascading deployment across the network. Later phases will replace Classes 158, 323, 333, and 170.
- 4.35. Northern is progressing a framework agreement allowing multiple orders over eight years, with separate ownership structures per phase. Five manufacturers have been invited to tender: Alstom, CAF, Hitachi, Siemens, and Stadler.

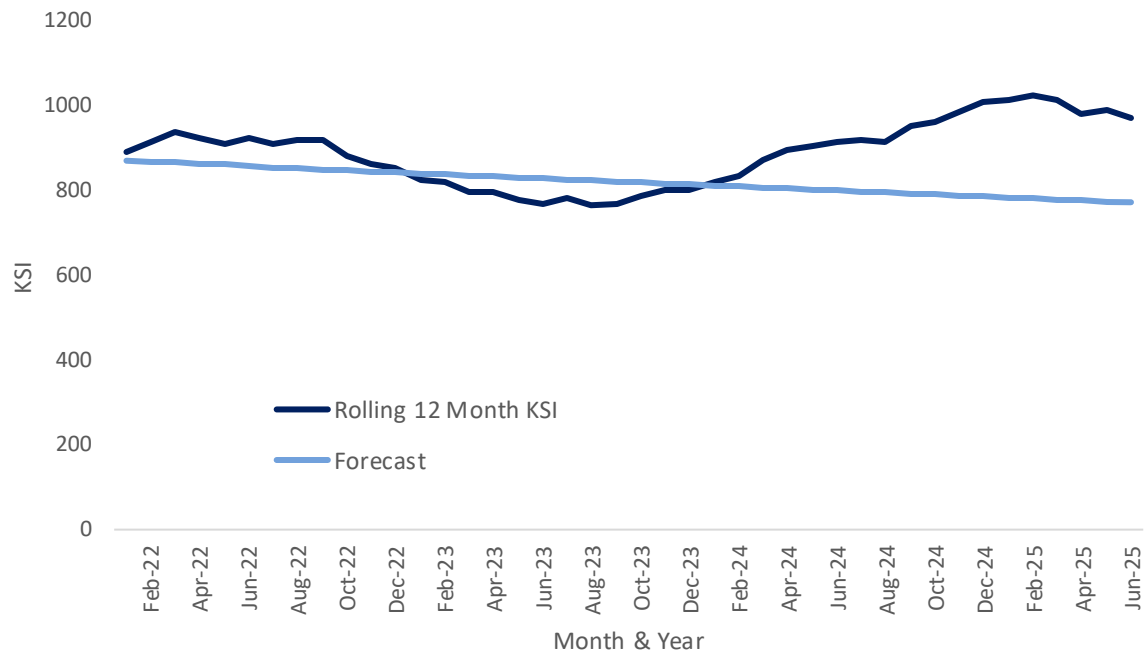
5. Safety and Security

- 5.1. Serious incidents on the network are rare with a passenger injury rate of 0.5 per 100,000 km. When incidents do occur, TfGM works with partners to review operations and infrastructure and take appropriate actions.
- 5.2. On Monday 21 July, a double-decker Bee Network bus collided with a bridge on Barton Lane in Eccles. The 100 service was carrying passengers but was not on its specified route at the time of the collision. Three people sustained serious injuries, and seventeen other casualties were also treated at the scene. The driver of the bus was arrested on suspicion of causing serious injury by careless driving and has since been bailed pending further investigations.
- 5.3. GMP's Serious Collision Investigation Unit is leading the investigation into the collision. All available CCTV from the bus has now been recovered by the operator, Stagecoach, and provided to GMP to assist the investigation. The GM Transport Commissioner is also overseeing an investigation into the incident.
- 5.4. Work to develop a Bee Network Safety Plan is underway. The Bee Network Safety Plan aims to develop a wide-ranging approach to Bee Network safety in line with the Safe System adopted by Vision Zero. The objective of the plan will be eliminating fatal and life changing injuries during Bee Network operations and make the network one of the safest in the world.

Vision Zero

- 5.5. Latest provisional road casualty data shows that during the 12-months to June 2025 there were 971 people killed or seriously injured (KSI) on GM's roads. This is a 12% increase in KSIs from the average of the 3 years ending June 2024 (870) and is 26% above the DfT Forecast of 772.
- 5.6. The 12-month rolling trend is more susceptible to short-term variations. Over the longer term the latest data shows a 32% reduction in KSI on the DfT baseline 2005-2009 average (1,426).
- 5.7. Whilst it is not yet clear why the increases have occurred, several changes to collision reporting and recording processes took place in GM during 2024 that should be noted, including:
- From early 2024 the DfT implemented a revised STATS19 format considering amendments arising from the 2018 review of road injury collision data¹.
 - From March 2024, injury collisions reported by the public are now inputted automatically into the DfT CRaSH database used by GMP, replacing manual processes.
 - From July 2024, GMP roll out of CRaSH mobile and desktop applications to circa 10,000 users, replacing manual processes.
 - The 2023 fatal figures was lower than the average for the previous 3 years, and some statistical regression towards the longer-term trend may be expected, as previously reported.
- 5.8. Discussions with organisations including GMP and the DfT are ongoing to establish the potential causes of the increases, including the points above. A future re-baselining is likely to be required to update the interim Vision Zero FLCI target for 2030.
- 5.9. The latest road safety campaign was launched on Monday 7 July. The campaign named "*No More Flowers*" focuses on risks and consequences of speeding on the network. The campaign is data led targeting locations with the highest number of KSIs caused by speeding and took place throughout July, the month with the highest number of speed related KSIs over the last three years.

Chart 9: Killed and Seriously Injured Casualties (KSI) (Rolling 12 Months)



5.10. The Vision Zero Action Plan sets out the 32 actions that partners will undertake over the next three years. Progress on actions to date include:

- The first Vision Zero summit took place on the 25 June. The event was attended by over 100 delegates from partners and external organisations.
- Procurement for the International Road Assessment Programme (iRAP) is underway (with submissions being reviewed and successful bidder appointed in September).
- We've successfully met one of our key growth performance metrics by delivering 139km of Bee Active network — exceeding our original target of 130km. There are now 27 permanent school streets in GM - working towards 100.
- Safer Roads GM's (SRGM) programme of safety campaigns including a focus on mobile phones in March and speed in July 2025.
- From 1 January – 26 August 2025, there have been 4,519 submissions to GMP's Operation Snap (an online platform for members of the public to submit video and photographic evidence of road traffic offences they have witnessed), 2,940 of those had a positive outcome.
- GM Safety Camera Criteria has been reviewed.
- A GM Safer Roads Fatal Review Panel has been established following best practice identified from elsewhere in the country. To date the panel have reviewed 19 fatal and serious collisions.

- SRGM launched the Vision Zero Innovation Fund with 13 successful bids receiving funding so far. The scheme is due to be reopened in September with remaining funds earmarked for education, training, publicity and enforcement only.
- Installation underway on 25 new average speed camera routes across GM.

TravelSafe

- 5.11. This year has seen an increase in tram and bus ‘surfing’ (riding on the outside of moving vehicles) with several videos posted on social media. There were 64 reported incidents in total during 2024. By the end of July 2025 there had already been 164. Work with local authority partners has helped to identify people involved, leading to home visits from the GMP Transport Unit and the provision of advice on safe behaviour to them and their parents. TfGM issued a press release on 27 June to highlight the dangers and consequences, this included information on eight recent arrests.
- 5.12. On 24 March, TfGM was alerted to a suspicious incident on the Metrolink, a male had boarded whilst wearing a gas mask and discharged a substance with some passengers subsequently reporting feeling unwell. He was arrested on suspicion of possessing a noxious substance with intent to injure and was remanded in custody. The trial was held on 23 September 2025 and the defendant was found guilty and is due to be sentenced in November.
- 5.13. As part of the Government’s Safer Streets Mission, the Home Office are leading a ‘Keeping Town Centres Safe this Summer’. In Greater Manchester, this programme is running under the ‘Safe4Summer’ umbrella to align with existing annual activity. TravelSafe commitments to support the programme were presented to the Deputy Mayor at a launch event on 18 June. TravelSafe resources have been woven into district plans, and the TravelSafe Summer Anti-Social Behaviour (ASB) Campaign has been co-branded.
- 5.14. TravelSafe hosted a visit of the Local Transport Minister, Simon Lightwood, on 17 July, during which he had the opportunity to see work associated with prevention, as well as going out on patrol with TSEOs and observing a policing operational deployment at Victoria.
- 5.15. The Minister hosted a Safer Transport summit in Manchester on the 16 October to talk about the role of transport within the Government’s Safer Streets Mission.

- 5.16. On the same day, TfGM, in partnership with Greater Manchester Police (GMP), launched a new and improved digital reporting tool to help keep passengers and staff safe across the region's public transport network.
- 5.17. TravelSafe LiveChat is a pioneering feature now available via the Bee Network app and QR codes on buses and trams. It allows users to discreetly report crime, anti-social behaviour or any situation that makes them feel unsafe directly to trained police call handlers.
- 5.18. With over half a million Bee Network app users now connected to GMP's control room, the public can receive real-time advice and support, or have officers dispatched when needed.
- 5.19. This is the first step in a more enhanced partnership between TfGM and GMP with transport becoming the 11th district and in the first week TravelSafe LiveChat enabled a swift response to a report of a possible knife offender on a bus, a welfare check for a teenage girl on a tram and youths congregating at Heaton Park tram stop.
- 5.20. Between March and August, TravelSafe ticketing enforcement activity saw 139 bus tickets and passes removed. 15 people were also served exclusion notices (removing the implied permission of entry). GMP continue to support this process by conducting follow-up home visits to those excluded to ensure compliance.
- 5.21. An enhanced approach to tackling fare evasion was launched 18 months ago with an increase in the fine for travelling without a ticket; more staff checking tickets; and the introduction of new inspection devices. Since these measures were introduced, fare evasion has fallen by more than a third and now stands at less than 10%.
- 5.22. The TravelSafe education and engagement programme delivered sessions to over 31,000 young people during the 2024-25 academic year. This includes students from primary school age through to those attending university. The programme has continued to evolve with more focus this year on harder to reach young people, those in alternative educational provision. The virtual reality offer continues to be well received with work currently underway to develop a product relating to staff assaults.
- 5.23. Over 1,800 young people have been engaged by Foundation 92 and the mobile youth hub between March and August 25. This resource has also been fundamental in support of the Greater Manchester Safe4Summer programme.

- 5.24. Following a six-month review, the Greater Manchester Oversight and Scrutiny Committee has published a report on women and girls' safety on public transport titled 'in her shoes'. TravelSafe provided input throughout the review and a formal response to the 26 recommendations is in progress.
- 5.25. An end of year summary report was presented to the Police and Crime Panel as part of a spotlight on transport safety. Headlines are shown in the infographic below.



Chart 10: TravelSafe rate of reported incidents of Crime and ASB per million passenger journeys.

