



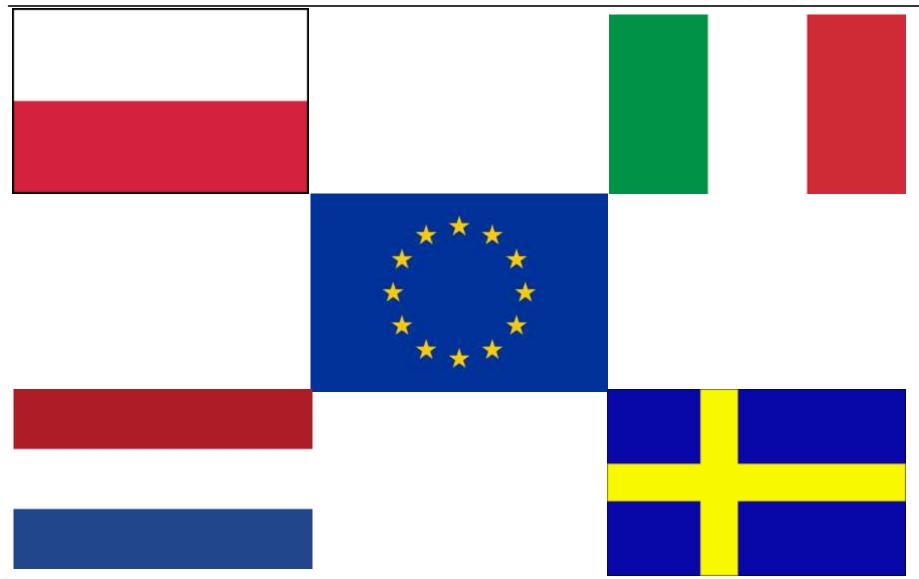


Resolve Study Visit: Manchester

18th January | Greater Manchester Study Visit













Resolve Study Visit: Manchester

Welcome to the Programme:

Councillor Andrew Fender: Chair of TfGMC

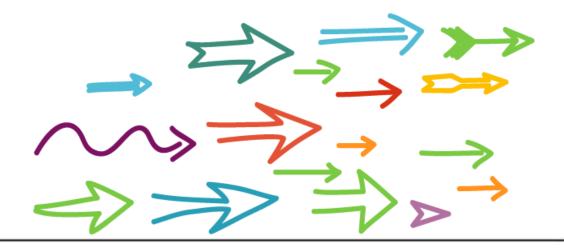
18th January | Greater Manchester Study Visit





Keeping Greater Manchester moving

Rafael Cuesta: Head of Innovation, TfGM







Who we are



















exceeds all other UK city regions











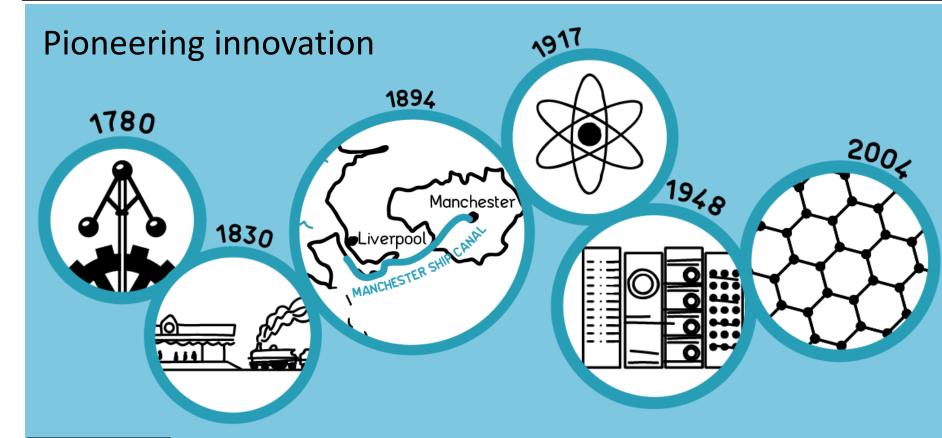


This is Manchester. We do things differently here.

Anthony H. Wilson, Journalist, TV Presenter







WORLD'S FIRST INDUSTRIAL CITY WORLD'S FIRST INTER-CITY PASSENGER RAIL SERVICE MANCHESTER SHIP CANAL

FIRST OBSERVED NUCLEAR REACTION WORLD'S FIRST STORED-PROGRAM COMPUTER OF GRAPHENE





















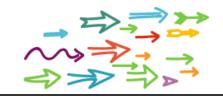
Economic importance





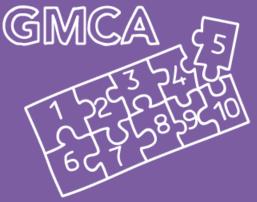






GREATER MANCHESTER: GROUNDBREAKING GOVERNANCE MODEL









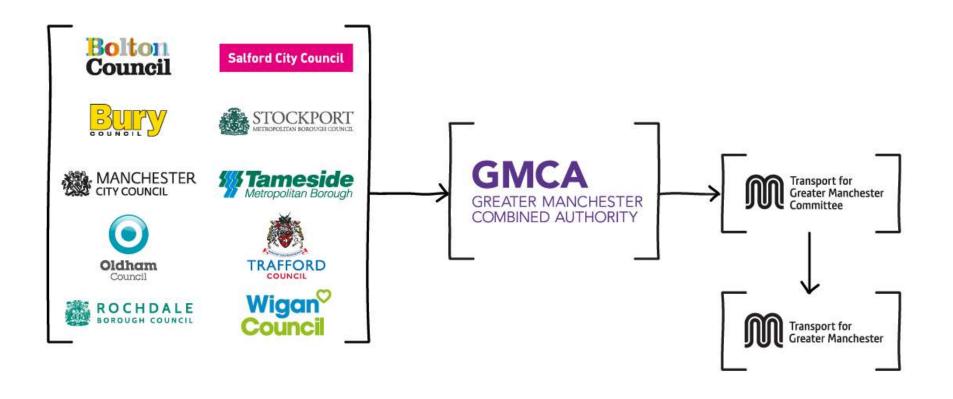
Greater Manchester







Governance structure













INVESTING & DEVELOPING



GLOBAL POTENTIAL







The belly and guts of the nation

George Orwell, Author

99





CITY REGION SUCCESSES: GREATER MANCHESTER TRANSPORT FUND

GMTF £1.5bn











FUNDING

GM LOCAL COUNCILS

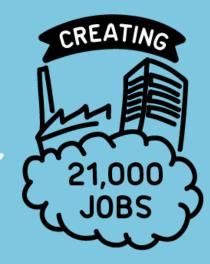








OUTCOME



BENEFIT



£1.3bn GVA per year by 2021







They return the love around here, don't they?

Guy Garvey, Lead singer in the band Elbow





CITY REGION SUCCESSES: CITY DEALS















EARN-BACK SCHEME

METROLINK

Since APRIL 2010, the network has grown from... 24 & 37
MILES & STOPS

to

48 77
MILES & STORS

ACROSS 6 LINES

Around

Increasing to

28M 44M

JOURNEYS EVERY YEAR JOURNEYS BY 2019

A Healle alterity allerity

BUS

BUILD AND MANAGE BUS
STATIONS AND TRANSPORT
INTERCHANGES ALL
OVER GREATER MANCHESTER



INSTALLED AND MAINTAINED



12,000

BUS SHELTERS AND STOPS

225MILLION



BUS JOURNEYS IN GREATER MANCHESTER EACH YEAR



METROSHUTTLE BUS SERVICES

MCR CITY CENTRE | ROCHDALE | BOLTON | STOCKPORT

RAIL



NORTHERN HUB
INVESTMENT
FROM CENTRAL
GOVERNMENT

25 MILLION

journeys each year **21,000** PASSENGERS



travelling during morning peak hours

RAIL NORTH KEY PARTNER

CARRYING OUT STRATEGIC
POLICIES FOCUSING
ON LOCAL AND
BUSINESS
NEEDS

ROAD

MANAGE THE ROAD NETWORK AND CO-ORDINATE
MAINTENANCE, INVESTMENT AND STRATEGIC
MODELLING TO KEEP TRAFFIC FLOWING



INSTALL AND MAINTAIN
TRAFFIC SIGNALS
AND OVERSEE LOCAL
ROAD SAFETY ISSUES



ENVIRONMENT

We are currently running

SUSTAINABLE

SCHEMES that will

reduce carbon emissions, improve the health of the region's population, reduce congestion and help people get BACK TO WORK



TRAVEL CHOICES

WORKING WITH JOB CENTRES AND BUSINESSES TO MAKE PEOPLE AWARE OF THEIR DIFFERENT OPTIONS



PROVIDE CYCLE TRAINING

OVER 2,000 CYCLISTS
TAKING UP THE
FREE OFFER SO
FAR.

BUS PRIORITY

Overseeing a bus priority package that includes improvements to the region's most important bus routes, as well as a busway from Leigh to Manchester city centre.



SMART TICKETING

Investment in a smart ticketing system called...



which will use a touch-in, touch-out smart card system.

GET ME There Will be rolled out progressively on METROLINK, then on BUSES, and then on the RAIL NETWORK.







YOU CAN FIND OUT MORE ABOUT TFGM AND ITS WORK AT...

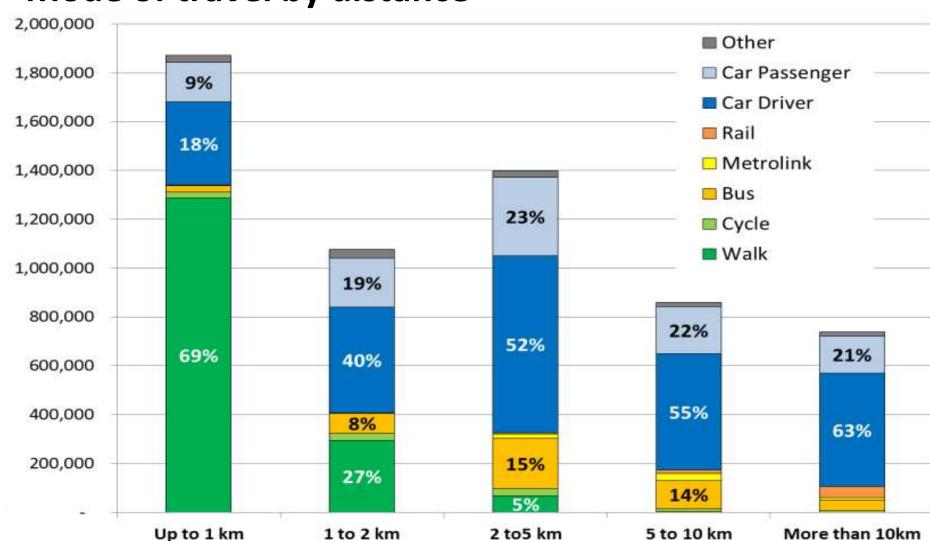
www.tfgm.com





Ref: Draft 2040 Transport Strategy, evidence base

Mode of travel by distance





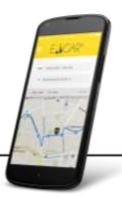


Intelligent Mobility

- Internet of Things City
 Demonstrator CityVerve
- Autonomous & Connected Vehicles
- Open source and open data solutions
- ITS & Freight



Autonomous upgradable mini-bus







Advanced Solutions

- Development of shared mobility solutions
- Includes a large-scale Ultra Low Emission commercial car club
- Expanding our EV charging infrastructure network
- Looking at other shared mobility solutions – cycle share
- Mobility as a Service









Place Making & Healthy Streets

- GM Connected Creating a next generation way-finding solutions for the city.
- Delivering a simple and iconic system that encourages walking
- Ensure that people can easily find their way to and from the key retail, commercial, civic, cultural, leisure and transport destinations
- 1st Phase delivered within the Regional Centre by mid-2017









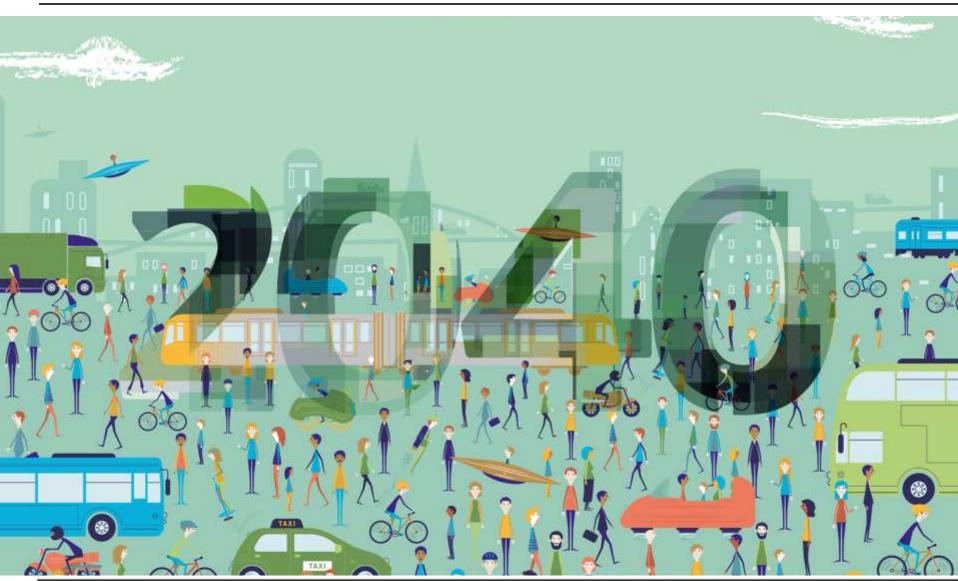
















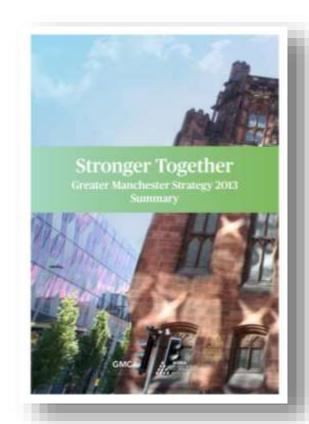
Greater Manchester Transport Strategy 2040: A Sustainable Urban Mol

A Sustainable Urban Mobility Plan for the Future







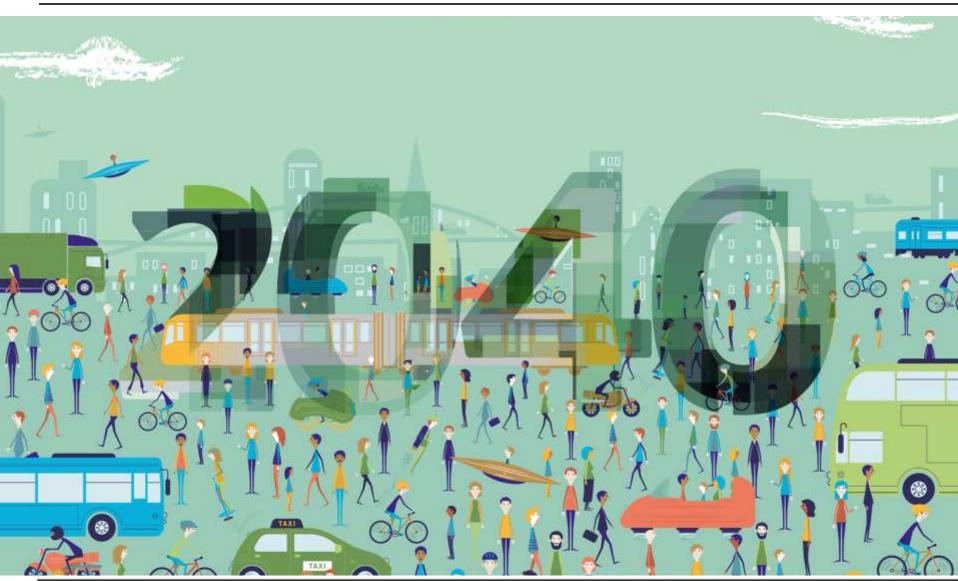
















2040 Vision, Strategy and Delivery Plan Structure

Our 2040 Vision

Sets out a vision for transport in Greater Manchester 2040, identifying what success looks like for different types of travel.

Highlights wider policy linkages and likely drivers of future travel demands.

Includes indicative delivery timeline.

Our new Greater Manchester 2040 Local Transport Plan

Greater Manchester Transport Strategy 2040

Contains more detail on how we will achieve our Vision, including the interventions we will bring forward in the short, medium and long term.

Supported by a robust Integrated Assessment and Evidence Base Greater Manchester Local Transport Delivery Plans

Five year transport spending plans (updated annually).

Monitoring and evaluation of transport delivery.





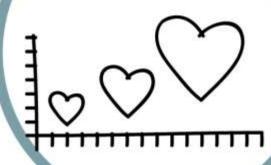


Supporting sustainable economic growth



Protecting our environment

Improving quality of life for all



Transport Vision

World class connections that support long-term, sustainable economic growth and access to opportunity for all

Developing an innovative city-region



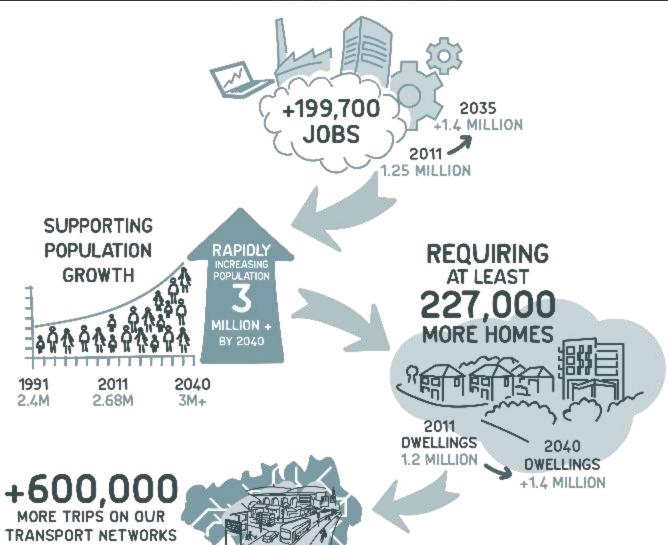
Transport for Greater Manchester

EVERYDAY BY 2035

SUPPORTING SUSTAINABLE ECONOMIC GROWTH



AN INCREASE IN EMPLOYMENT





IMPROVING THE QUALITY OF LIFE







OF ALL ADULTS
DO NOT GET THE
RECOMMENDED LEVEL
OF PHYSICAL ACTIVITY









1-IN-6 ADULTS WILL BE OVER 70



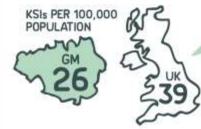
HALF OF ALL TRIPS ARE LESS THAN

2км



AND 38% OF THESE SHORT TRIPS ARE BY CAR

Greater Manchester has reduced accident rates to below the national average



but we still have a high number of pedestrian and cycle injuries

1000 PEDESTRIANS INJURED ON GM ROADS (2014)

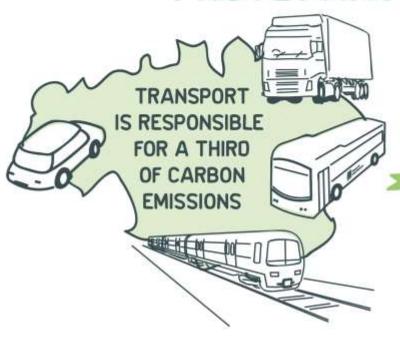


and many of these involve children





PROTECTING OUR ENVIRONMENT



48%
CARBON
REDUCTION
BY 2020



13%
INCREASE IN
WINTER RAINFALL

£20bn
ECONOMIC
COST IF WE DO
NOT TACKLE
CLIMATE CHANGE

AND ANNUAL MEAN TEMP RISE OF UP TO

+2.3°C

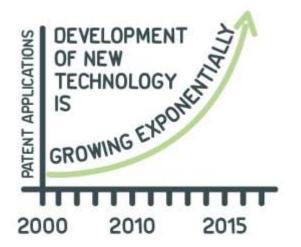




TECHNOLOGY AND INNOVATION



60% OF ONLINE CONSUMERS WILL USE MOBILE SOCIAL NETWORKING APPS



MORE THAN

50 BILLION

THINGS WILL BE CONNECTED

TO THE INTERNET BY 2020

AUTOMOTIVE
TECH WORTH
ESTIMATED

£900bn
GLOBALLY BY 2025







Four Part Document:

- 1. Vision & Context
- 2. Policy Framework
- 3. Strategy Priorities by Spatial Theme
- 4. Delivery

Plus:

5-year Delivery Plan 2040 Evidence Base Integrated Assessment

Go to: tfgm.com/2040







Old way

By mode











By district



New way











Our network principle

Well Maintained and Resilient

Inclusive

Safe and Secure

Customers
Residents
Businesses
Visitors

Our

Integrated

Healthy

Reliable

Environmentally Responsible





Real-time information and journey planning tools Our Modal Princi Completensive travel choices programmes Cashless personal travel acounts A reliable and resilient multi-modal highway network that supports both efficient movement of people and goods to, from and across Greater Manchester, and high quality A fully integrated public transport urban environments system, with high capacity for passengers and freight, that offers an attractive choice to support a rapidly growing City Region A comprehensive network

of on and off-road walking and cycling routes linking homes to key local destinations and for leisure

Greater Manchester way finding system Carclubs/cycle hire

Walking and cycling









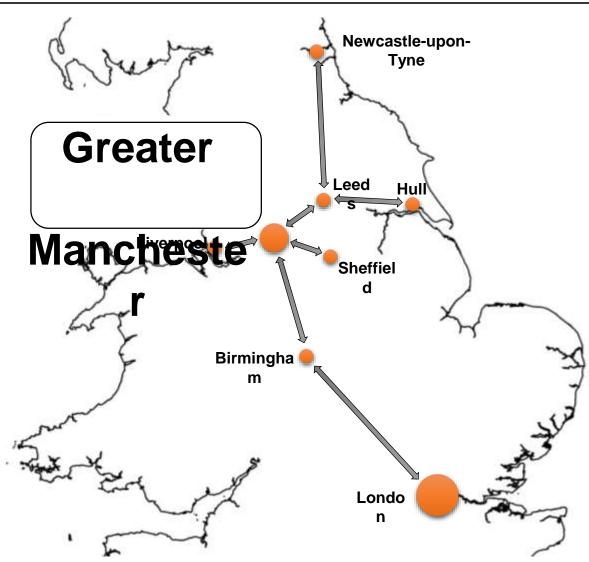


Greater Manchester - A Global City



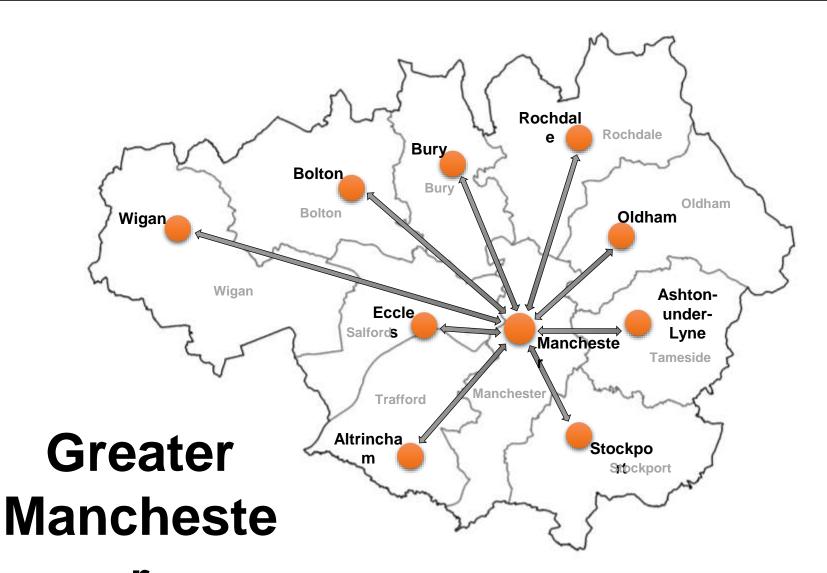






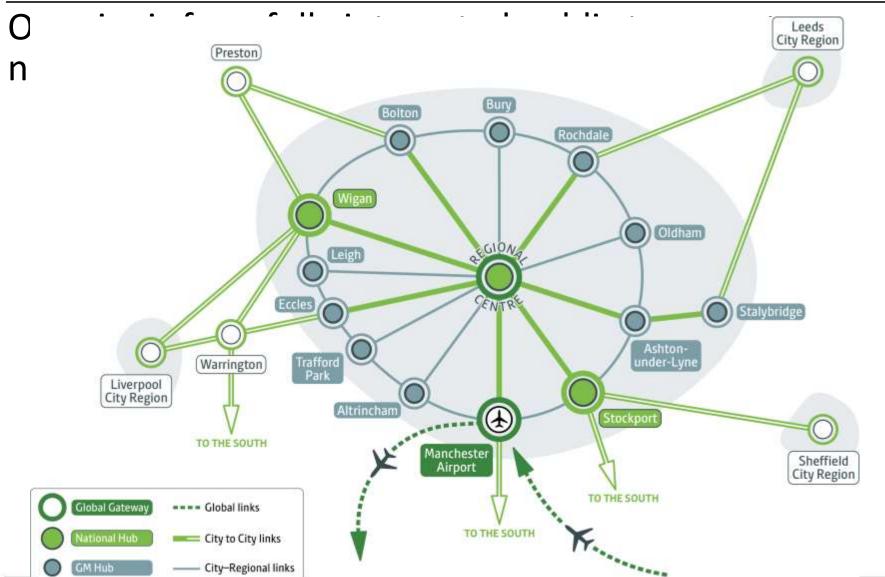












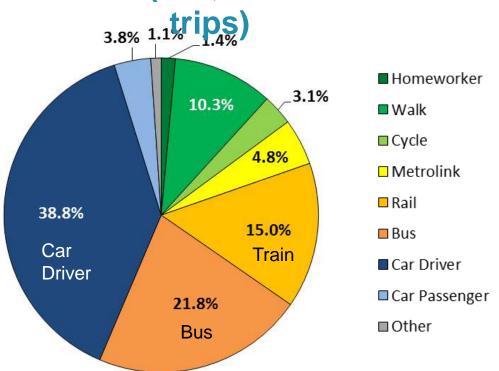






1.3% 5.6% 4.8% 1.4% Train 23.5% Bus

2011 (149,574 total



- 11% reduction in car-based mode share
- Large increase in walking and cycling
- Significant increase in rail use (Census pre-dates Metrolink Ph3 opening)





New Investment

- Global connectivity
- City-to-city links
- Regional centre connectivity
- Travel across the city-region
- Connected neighbourhoods
- GM-wide programmes

Service Delivery

- Integrated planning and funding
- Key route network
- Rail station devolution
- Integrated bus network

Maintenance and Renewal

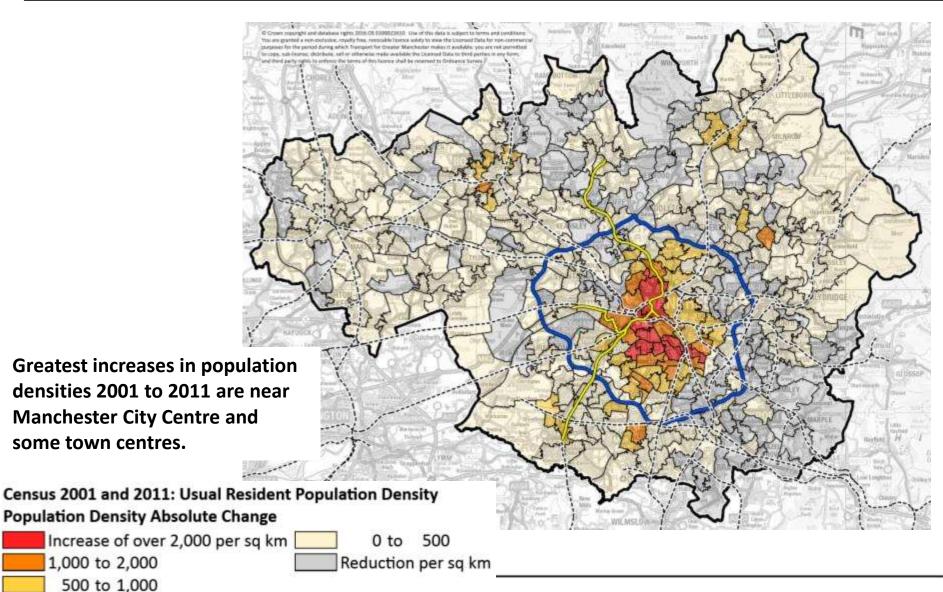
- Highways
- · Rail and Metrolink
- Passenger facilities
- Off-road pedestrian and cycle routes



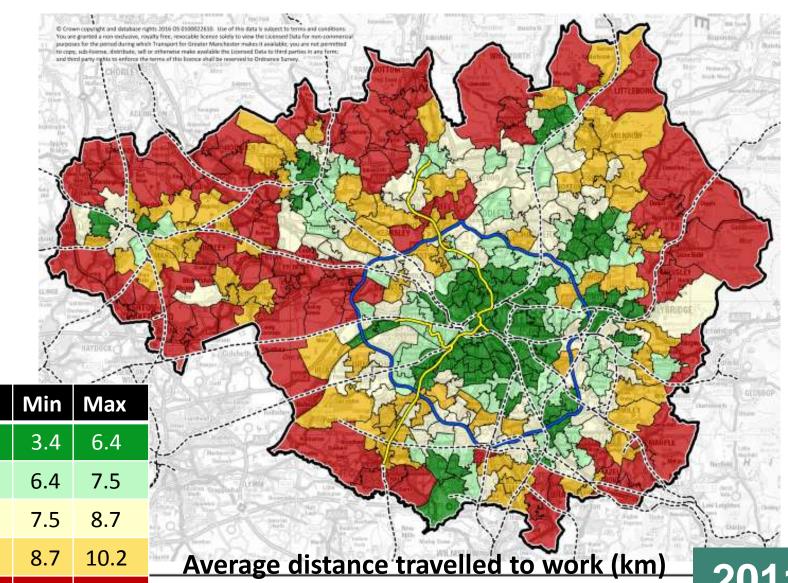


An Evidence-Based Strategy





Transport for Greater Manchester Which Supports less car-dependent lifestyles



by car per resident worker

Quintile

5 (least)

1 (most)

10.2

14.3

3



2. Young people's travel attitudes are changing

ATTITUDES TO CAR USE

ASPIRATIONS ARE CHANGING

FOR PEOPLE UNDER 30 CARS
ARE LESS OF A STATUS
SYMBOL THAN OTHER
CONSUMER PRODUCTS

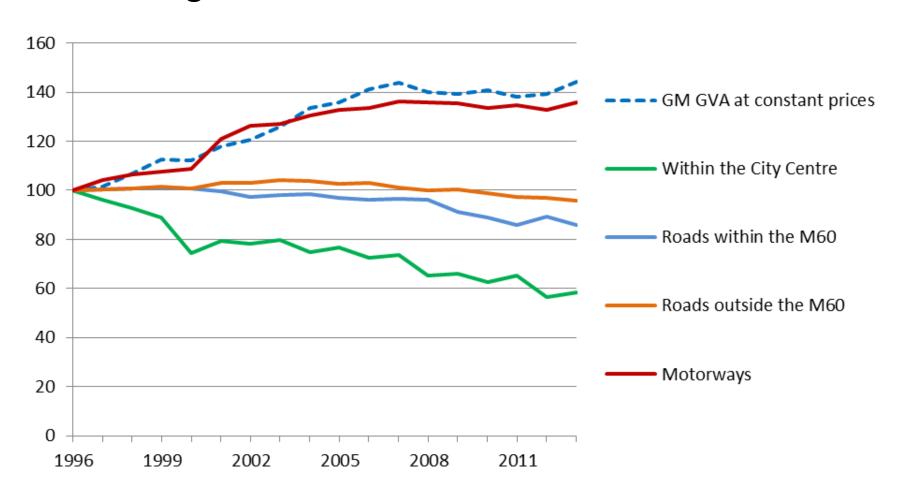




IN 2005/07 20-YEAR-OLD MEN OROVE 2000 APPROX. 2000 FEWER MILES THAN IN 1995/07 77% of 18–35 year olds plan to live in urban centres – "In vibrant, compact, and walkable communities full of economic, social and recreational activities."

(2010, Brookings Institution)

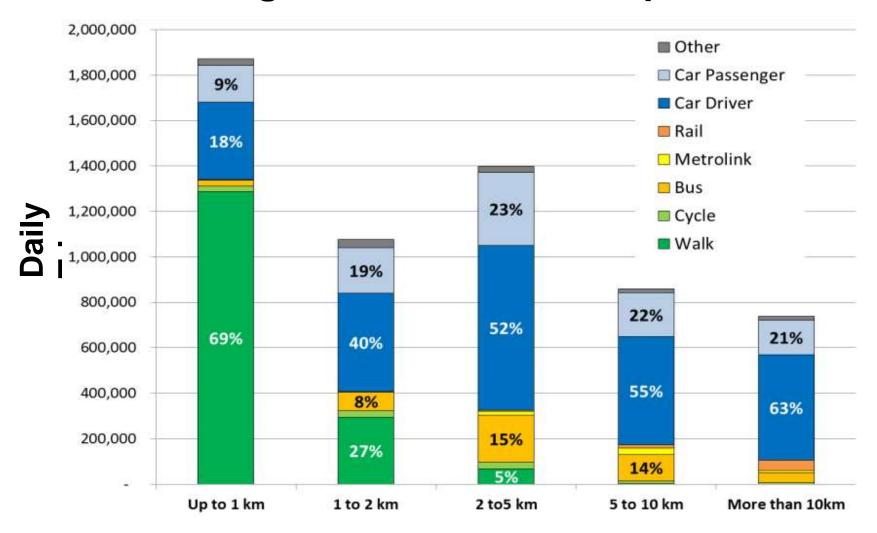
Transport for Greater Manchester Traffic growth isn't an inevitable consequence of economic growth







Don't forget about the short trips!



* All trips by GM residents - including those that end outside GM





Rail

- Interchanging
- Flexibility
- Personal security
- Accessibility
- Reliability
- Freight potential

Bus

- Pricing
- Cashless payments
- Reduction / withdrawal of services
- Reliability
- Information
- Night buses

Metrolink

- Pricing / ticketing
- Capacity
- Reliability
- Weekend services
- Car parking
- Network
 Expansion
 suggestions

Highways

- Maintenance
- Smart traffic signals
- Roadworks
- Managing disruption
- Bus lanes

Active Travel

- Safety
- Cycle storage
- Education / training
- Learning from international best practice





Town and city centres are no places for private vehicles. Make life hard for drivers, make life easy for people following sustainable travel options. A private car takes up huge amounts of space and rarely carries more than one person, you must banish these from our busiest environments.

You wish to drive car users off the roads, I do not want to use unsafe, unclean, and expensive public transport! I live in Trafford and if I wish to use my car, I should under a free democratic society be allowed to do so!"



2040 Transport Strategy



Strategy Access to Public Transport 2040 supporting strategies

Rapid Transit Strategy 2040

Rail Plan 2025

Bus Strategy 2025

Agenda for Intelligent Mobility Iransport
Strategy/Piccadi
Ily Growth

Airport Surface
Access Strategy

Gateway/Corrid or Transport

To Strategie & other GMSF growth areas

Strategy 2025

Cycling
Strategy/

Active Travel

Freight & Logistics

Emission
Strategy &

Customer Insight & Travel Demand Management place typologies larket Segmentation

2040 Pipeline

2040 5-Year Delivery Plans







Thank you

nicola.kane@tfgm.com

ben.brisbourne@tfgm.com

simon.warburton@tfgm.com









Resolve Study Visit: Manchester

Welcome to the Programme:

Dr Jon Lamont, TfGM Chief Executive

18th January | Greater Manchester Study Visit





Manchester Metroshuttle

Martin Shier Bus Partnerships Delivery Manager







Manchester Metroshuttle

- Introduced in 2002
- Provides a free bus link between the city's train stations and car parks with shops and businesses.
- Funded by TfGM/C, Manchester City Council.
- Service was re-launched in November 2010 with greater emphasis on customer care.
 - Customer Satisfaction Survey
 - Drivers to be customer focused
 - Increase supervision
 - Performance Targets introduced





Manchester Metroshuttle

- In 2010, Green Bus Funding allowed 20 low-carbon hybrid vehicles to be introduced.
- Reduce carbon emissions by 140 tonnes
- Reduce fuel usage by up to 30%
- Vehicles equipped with latest technology, combining automatic passenger counting, on board information and vehicle diagnostics.
- In 2014 three Electric Buses were introduced.
- Audio Visual Displays added during 2016.





Manchester Metroshuttle







Cost

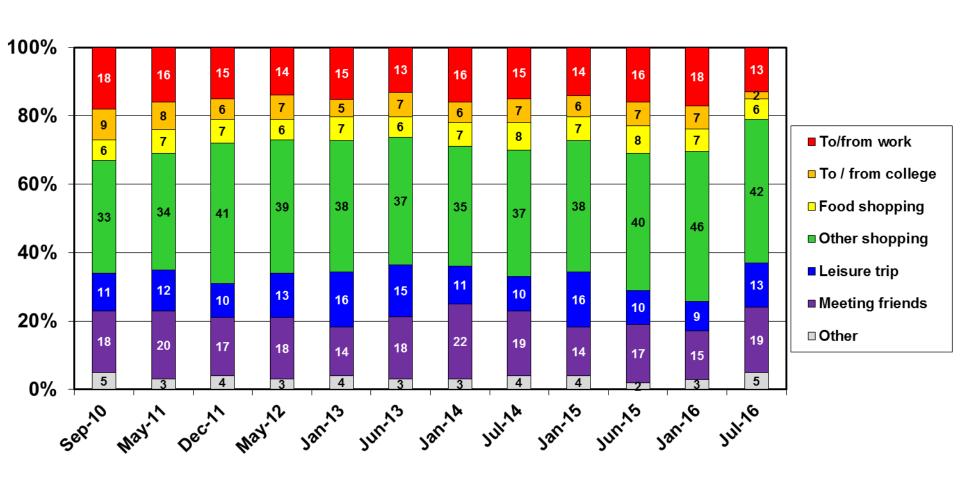
• The cost per passenger went up during 2016 to £1.21.

Service		2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
1	e Se	1,082,518	1,100,868	1,204,310	1,172,822	1,083,018	1,098,576	1,149,098	1,256,728	1,221,615	795,325	623,550
2	Patronage	648,072	653,598	726,230	749,544	705,289	769,456	838,600	910,338	824,300	815,776	679,727
3	Pa	415,235	494,595	600,829	663,772	572,808	617,664	639,854	666,274	620,565	315,156	115,036
Total Patronage		2,145,825	2,249,061	2,531,368	2,586,138	2,361,115	2,485,696	2,627,552	2,833,340	2,666,480	1,926,257	1,418,313
Annual Cost		£1,253,358	£1,284,470	£1,539,005	£1,556,143	£1,500,935	£1,532,455	£1,570,766	£1,570,766	£1,715,980	£1,715,981	£1,715,981
Cost per Passenger		£0.58	£0.57	£0.61	£0.60	£0.64	£0.62	£0.60	£0.55	£0.64	£0.89	£1.21





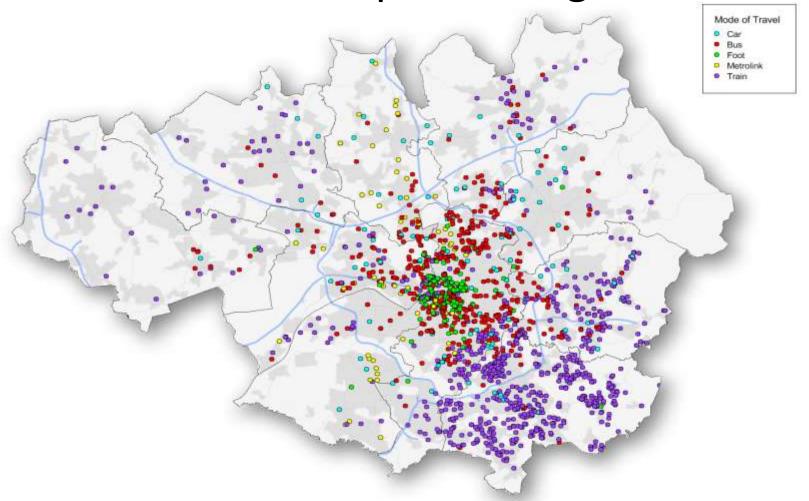
Journey Purpose







Service attracts widespread usage







Customer Satisfaction

- Survey undertaken twice yearly
- Latest results achieve overall satisfaction score of 90.7%

Attributes showing the highest levels of satisfaction are:

•	Driver attitude	(94.9%)
---	-----------------	---------

- Safety of driving (94.9%)
- Security on board (935%)

Most improved areas are;

•	Destination	displa	y ((+6.5%)
---	-------------	--------	-----	---------

- On-board information (+6.0%)
- Comfort of seating (+4.5%)
- Driver appearance (+3.6%)
- Temperature / ventilation (+3.2%)
- Security on board (+2.6%)





Stockport Metroshuttle

- Introduced in 2008
- Provides a free bus link between the town train station and bus station with shops and leisure facilities.
- Funded by TfGM/C and Stockport Council.
- Operated with TfGM Hybrid vehicles
- Patronage during 2016 was 244,504
- Annual cost is £249,995 £1.02 per passenger





Bolton Metroshuttle

- Introduced in 2008
- Provides a free bus link between the town train station and bus station with shops and leisure facilities.
- Funded by TfGM/C and Bolton Council.
- Operated with TfGM Hybrid vehicles
- Patronage during 2016 was 78,058
- Annual cost is £124,521
 £1.60 per passenger







Thank you.

Any questions?





TfGM Bus Priority Programme Resolve Study Visit January 2017

Anthony Murden, Projects and Programmes Manager

Martin Shier, Bus Partnerships Delivery Manager





Contents

- •The Strategic Context
- •The Bus Priority Programme
- •The Busway Service the first 9 months of Operation





The Strategic Context











FUNDING

GM LOCAL COUNCILS

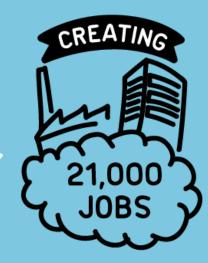






GMTF £1.5bn PRIORITISES BY ECONOMIC BENEFIT

OUTCOME



BENEFIT

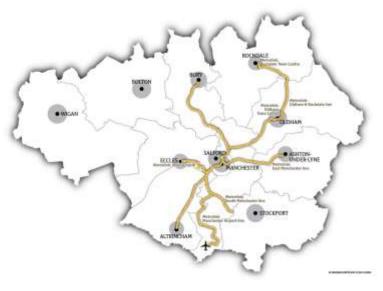












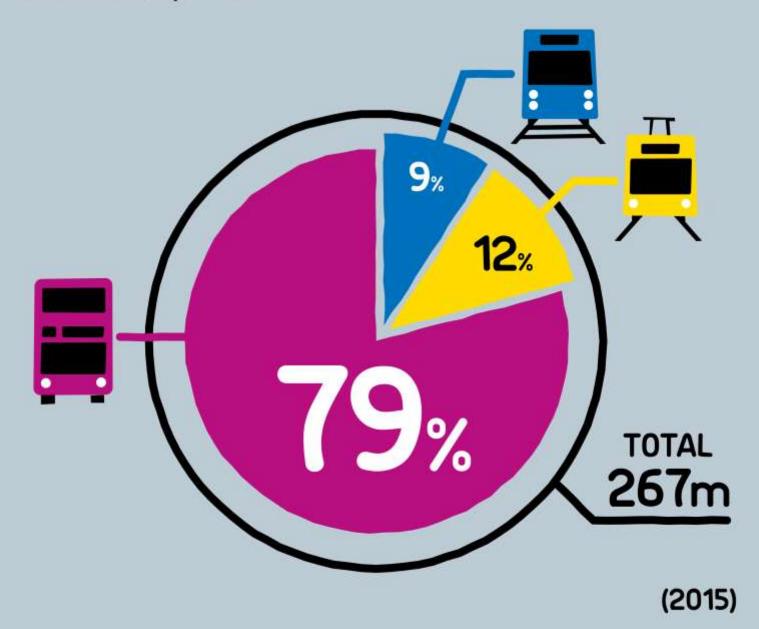




Public Transport Patronage

Year	Bus	Train	Metrolink	TOTAL
2010/2011 Patronage (m)	224.0	22.1	19.3	265.4
2011/2012 Patronage (m)	218.6	24.9	22.0	265.5
2012/2013 Patronage (m)	219.7	25.3	25.4	270.4
2013/2014 Patronage (m)	216.7	24.7	29.2	270.6
2014/2015 Patronage (m)	210.9	25.0	31.1	267.0

Buses are important





INFRASTRUCTURE DELIVERY: BUS PRIORITY PROGRAMME







What is the Bus Priority Programme? MIDDLETON Key to map Bus routes to be improved === Guided busway and bus stop Park and Ride Rail line Metrolink line Metrolink line under construction/ HIGHER Second City Crossing BLACKLEY Contains Ordnance Survey data © Crown copy right and database right 2010 © Transport for Greater Manchester 2015 BLACKLEY ATHERTON Market St TYLDESLEY Ellen brook Newearth Rd BOOTHSTOWN Walkden Rdill EL LESMERE LEIGH ECCLES! University of Salford Salford Leigh Bus The Crescent Station Catherdrai De ansgate ASH TONOLOGO Manchester Metro politan Contains Ordnance Survey data University © Crown copy right and database right 2010 University of Manchester © Transport for Greater Manchester 2015 Marchester Science Park 14-0105-150145 = Central Manch ester Harrestall





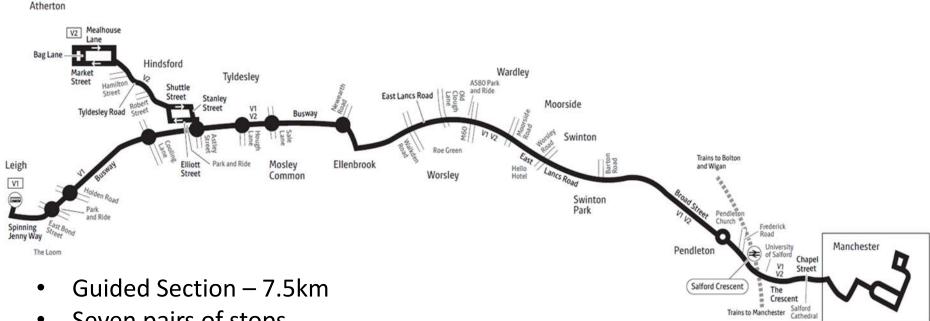
Strategic Package Benefits

- •Shorter journey times, more punctual and reliable bus services;
- Better passenger travel experience;
- •More passengers to get to their destination in a **single bus journey** without the need to interchange;
- •Increased direct access to employment opportunities across Greater Manchester;
- •Improved access and connectivity to the hospital site along Oxford Road for staff, visitors & patients;
- •Improved access and links to Salford University and Manchester Universities;
- Improved links to wide public transport network (Rail and Metrolink)
- Improved cycling and pedestrian crossing facilities;
- •Investment along the corridors in key towns and communities; and
- •Improved residential appeal of local communities served by the scheme.





The Busway Route



- Seven pairs of stops
- 4.5m multi-user path
- Dedicated on highway bus lanes 6km
- 10 major junction improvements
- Opened 3 April 2016











Busway – Key Challenges





















Wider scheme elements

























Busway Operational Model

- •The guided busway is a **TfGM owned asset** where TfGM (Service Infrastructure) are responsible for its operation and maintenance (also the A580 P&R site)
- •Infrastructure is operational on practically a **24 hour** basis
- •TfGM generally not previously set up to operate on 24 hours basis and are not a Highway Authority, so don't have established highway maintenance type arrangements
- •Business as usual activities managed by two Busway Officers during 'normal' working hours, out of hours incidents coordinated through Incident Managers and Control Centres
- •For incidents TfGM Control Centre from 6am to 8pm Mon to Fri, Wigan Control Centre all other hours
- •Maintenance contracts mainly established through existing term maintenance contracts in place for TfGM's other infrastructure; Balfour Beatty responsible for soft landscaping for 5 years
- •Vehicle incursions at level less than expected; arrangements in place for quick removal of vehicles; recovery of costs being progressed



Busway Service (the first 9 months)







Service levels and performance (9 months in)

- •4 buses per hour to/from Leigh and Atherton respectively merging to form 8 per hour between Tyldesley and Manchester City Centre
- Journey times consistently 50 mins to/from the Regional Centre
- •Over **50,000 passengers per week** were carried prior to Christmas on the service, having increased from 28,000 at service launch.
- •1 millionth passenger travelled during mid October and the 1.5 millionth passenger in late December.
- Particularly **high rate of use by concessionary and leisure travellers**. Saturday patronage is especially strong.
- Fares are standard First network fares allowing the service to be branded as a 'premium service at everyday prices'. Day ticket £4.50, Weekly ticket £15. Also Guideway £1.50 fare
- •Planning on extending the service through to Oxford Road when traffic conditions permit limited service starting in January 2017





The Busway Service - A first class travel experience

The new infrastructure and service provides passengers with a premium journey experience.

The service is operated by First Manchester and all buses feature:

- •'Next stop' audio and visual announcements;
- •CCTV;
- •Free Wi-fi;
- •Climate control;
- ·High quality seating; and
- •low emissions.









Feedback since opening - headlines

- Passenger Satisfaction survey carried out in June/July 2016 3800 responses
- •67% use the guided busway at least once a week.
- •While the majority of respondents (73%) live within one kilometre of the busway, over a quarter are travelling more than that distance to reach it.
- •98% of customers surveyed within the evaluation were satisfied with their overall journey. This is a significant increase upon both the baseline (85%) and the wider GM BPS score (82%).





Feedback since opening - headlines

- •97% of those from the evaluation survey claim they would recommend the guided busway to a friend or relative; which is a significant increase upon the baseline survey (77%).
- •Prior to the guided busway the majority of respondents previously made their journey via a different bus, however there is some **encouraging extraction from solo car driving** (20%).
- •More than a third (36%) of respondents from the evaluation could have made their journey by driving a car.
- •Even though relatively small in number, the only significant area for potential improvement was accessibility of the provided WiFi, and reducing delays brought on by city centre congestion.





Initial views of the new guided busway are predominantly positive.







While the majority positively assert that there are no obvious improvements to make, the improvement of Wi-Fi, and increased frequency during peak times are obvious areas for development.







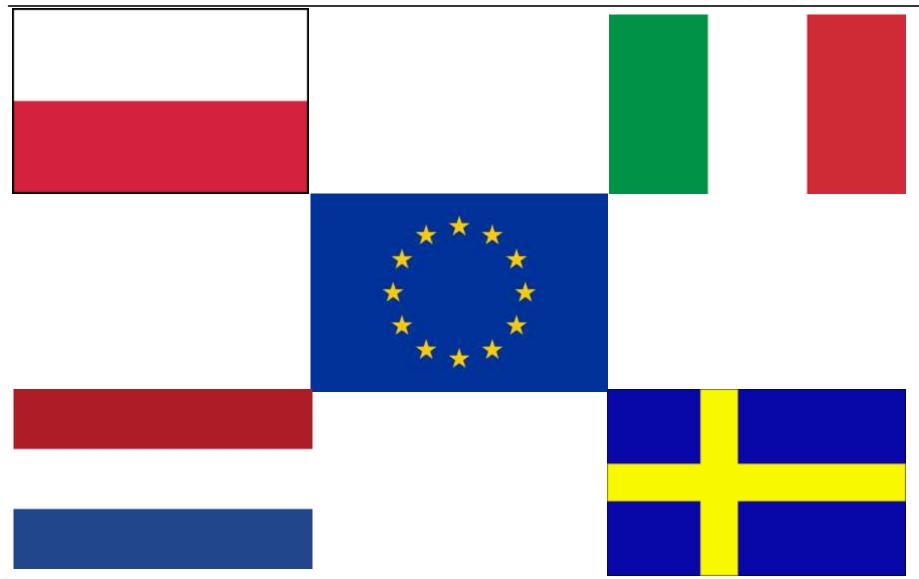
Thank you for listening







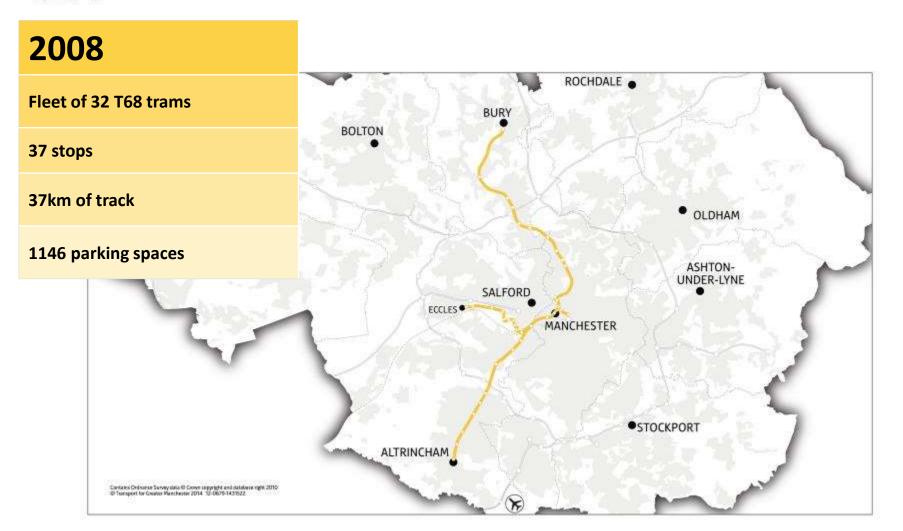








Metrolink Network - 2008





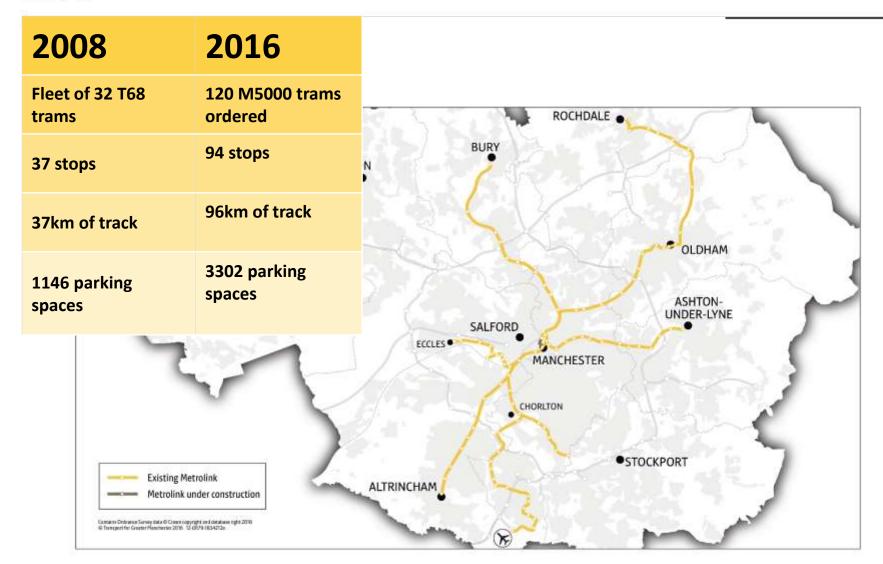
Metrolink Overview

- £1.9 billion investment
 - Tripling the size of the network
 - Tripling Park & Ride facilities
 - Brand new fleet of trams
 - New ticketing systems
- Significantly improving reliability and capacity
- Now the largest Light Rail system in the UK
- 36 million passengers per annum and growing.





Metrolink Network



Next - Trafford Park Line



Transport for Greater Manchester Trafford Park Line Scheme Objectives

Regeneration & Growth

Connectivity – Employment Catchment

Viable Alternative to Car Use



Application process

Public Consultation Summer 2014 Submit TWAO application to DfT

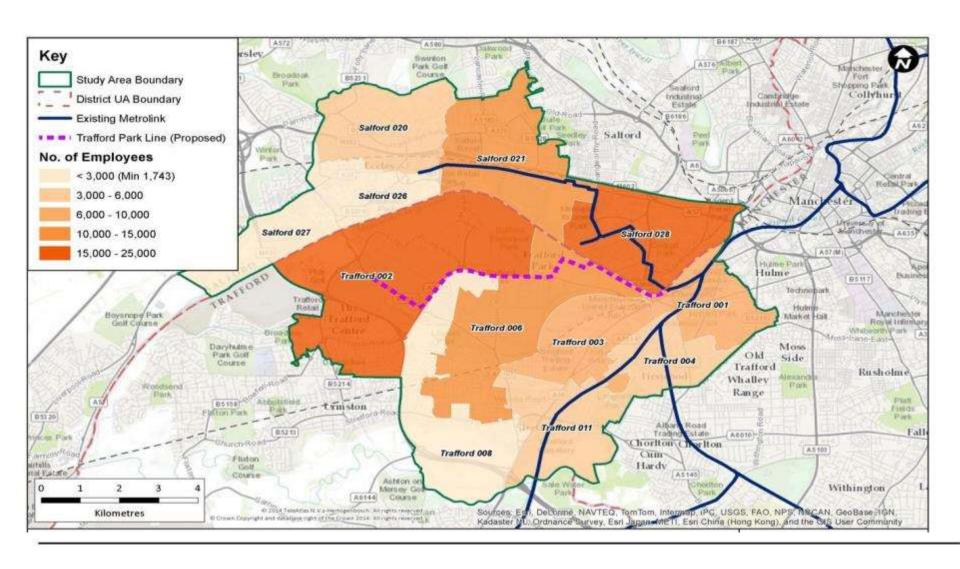
Nov 2014

Public Inquiry
Summer
2015

Powers Obtained November 2016

Commence Construction Dec 2016 / Jan 2017

Trafford Park employment





Communication Challenge

- Communicate with
 - 35,000 employees of the Trafford park area
 - Over 75,000 football fans
 - Intu Trafford Centre's annual footfall of 31 million
 - Event goers, road users
- Approach
 - Pro-active
 - Utilise digital communications
 - Working with stakeholders to communicate with customers, visitors, distributers and staff
 - Joint communications plans

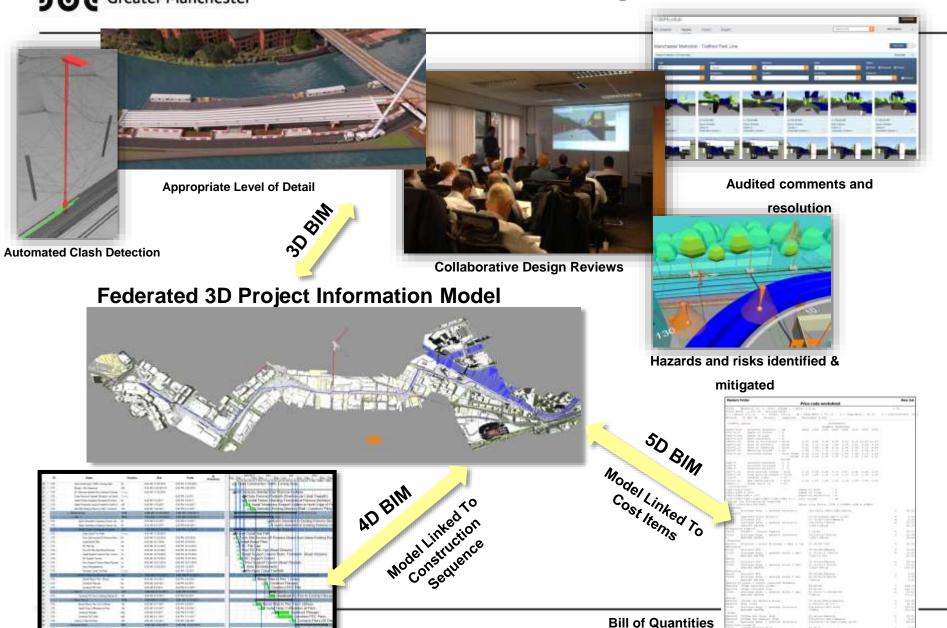


Construction Challenges

- Building through Europe's largest industrial estate
- Large number of interfaces along the route which directly impacted stakeholder
- Co-ordinating works with businesses
- Integrating tramway with existing Metrolink and canal structures from Pomona and along Trafford Wharf Road
- Managing 3rd party agreements



Benefits of Using BIM



Programme of Work



Trafford Park Line BIM

