



Greater Manchester Integrated Transport Authority and
Greater Manchester Passenger Transport Executive
2009 Performance Report

Who's who

33
Councillors
Ten Councils



GMITA

Greater Manchester Integrated Transport Authority

is the body responsible for setting local public transport policy, deciding how money is spent on supporting and improving Greater Manchester's public transport network. It is made up of 33 councillors from the ten Councils in Greater Manchester (Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan).



GMPTe

Greater Manchester Passenger Transport Executive

receives funds from GMITA to implement the policies it sets, providing and managing facilities in Greater Manchester and working with bus, tram and train operators. It is responsible for the delivery of new public transport infrastructure, such as the expansion of the Metrolink network, bus priority schemes and the construction of new bus stations, and works closely with Network Rail and the train operators to improve railway stations.



AGMA

Association of Greater Manchester Authorities

acts as the voice of the ten local authorities of Greater Manchester and works in partnership with a wide range of private, public and voluntary organisations within the city region and beyond to promote the conurbation's interests and development.



In brief – just a few of the things we do

- **Expanding and modernising the Metrolink network...** building new lines to Oldham and Rochdale, Chorlton, MediaCityUK and Droylsden; city centre track renewal; new ticket machines; improving passenger facilities and introducing new trams to increase capacity.
- **Supporting and enhancing bus travel...** building and maintaining bus stations, stops and over 4,400 bus shelters; providing Local Link services; extending the Metroshuttle services; piloting solar-powered ticket machines and supporting shopping-link services.
- **Working in partnership to deliver better rail services...** providing additional car parking facilities and spaces; station upgrades including at Daisy Hill, Bromley Cross and Hall i'th'Wood; booking office improvements; third platform at Manchester Airport.
- **Delivering for Greater Manchester...** using transport to help support and create jobs; adding to the economic growth of our region; providing accessible, affordable and quality public transport; designing a transport strategy for the 21st century and developing innovative solutions.
- **Providing quality services for our passengers...** issuing over 440,000 concessionary passes to the over-60s, children and people with disabilities; transporting more than 2,200 children to and from schools on our fleet of Yellow School Buses; providing Ring and Ride services, the Travel Voucher scheme and Traveline – answering 91% of calls within 30 seconds.
- **The Greater Manchester Transport Fund (GMTF) worth £1.5 billion...** further extensions to Metrolink; more park and ride facilities; Cross City Bus package; station and stop upgrades; environmental improvements and maximum economic benefit.

Funding

Our funding comes from Government grants and Council Tax by means of an annual levy from the district councils. We also attract funding from European agencies and other sources and use it effectively and efficiently to meet the public transport needs of the people of Greater Manchester.



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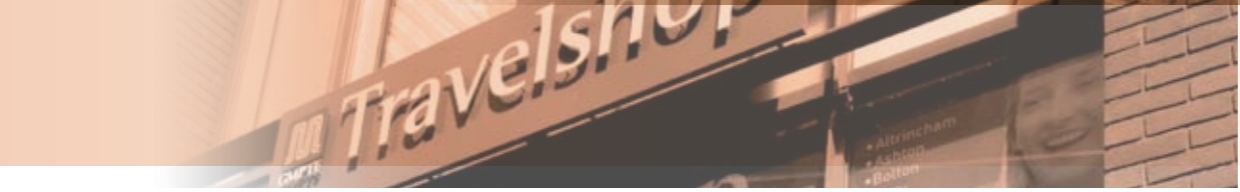
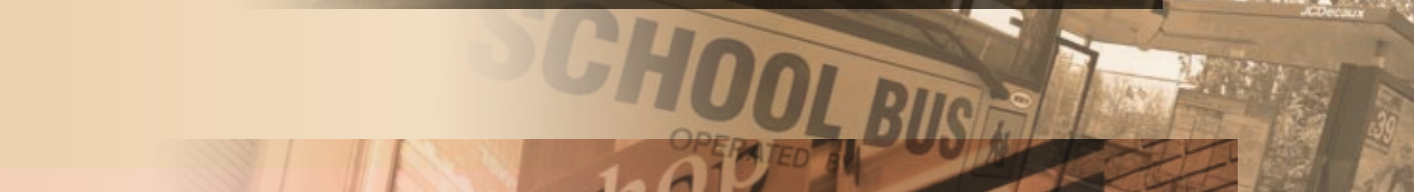
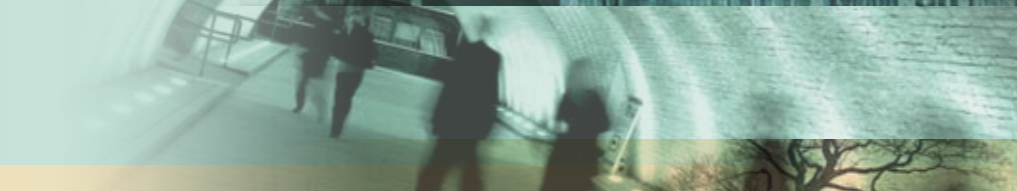
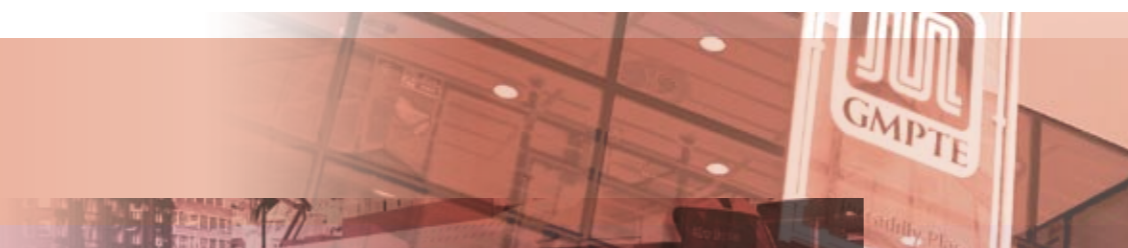
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A successful year and even better to come



Welcome to the Greater Manchester Integrated Transport Authority (GMITA) and Greater Manchester Passenger Transport Executive (GMPTE) Report for 2009.

In May we announced the creation of the Greater Manchester Transport Fund – bringing together local, regional and national funding streams to deliver many new transport schemes. Construction work has begun on the Metrolink extensions to Oldham and Rochdale, MediaCityUK, Chorlton and Droylsden. And November 2008 saw the introduction of the Local Transport Act 2008, which provides ‘wellbeing’ powers for the Authority, and included provisions to strengthen local authority control over bus service provision.

The last year has seen us deliver on our key policy priorities including passenger safety and security, free town centre bus schemes in Stockport and Bolton and significant progress on expanding the Metrolink network. Alongside these achievements GMPTE has issued over 440,000 English National Concessionary Travel scheme passes, provided a cross-boundary Ring and Ride service and passenger journeys on bus, rail and tram across Greater Manchester increased to over 278 million per year.

AGMA – the Association of Greater Manchester Authorities – has a strong and impressive record of partnership working over many years which has led the Government to announce Manchester’s Statutory City Region status. This will help deliver increased economic growth, better co-ordination of transport and other key services and improved life-chances for our citizens.

2010 promises to be as significant as 2009 as we continue to work with local authorities and public transport operators to improve bus, rail and Metrolink services and as we progress the delivery of the Transport Fund schemes.

In addition, we continue to lobby for improvements to local rail services, including additional carriages for use on the busiest lines and funding to address some of the capacity constraints and bottlenecks which are known collectively as the Manchester Hub.

In June 2009 the Chairman of GMITA, Councillor Matthew Colledge left the Authority to become Leader of Trafford Council. We would like to thank Matthew for his leadership over the previous year and send him our good wishes.

We are tackling head-on the challenges that face us with new developments, improvements and successes across our transport network, on buses, trams and trains. As we look forward over the next twelve months we are confident that you will see even more progress as we strive to make public transport the preferred choice for us all.

Councillor Keith Whitmore
Chair, GMITA

Councillor Ian Macdonald
Vice Chair, GMITA

Our stakeholders

GMITA is responsible to you, our stakeholders. GMITA members are elected councillors representing each of the ten districts of Greater Manchester.

Our stakeholders include:

Passengers, Council Tax payers, the local business community, national government, transport operators, the ten districts: through AGMA, transport user groups, staff and other public bodies.



“ The last year has seen us deliver on our key policy priorities including passenger safety and security, free town centre bus schemes and Metrolink extension developments. ”

Councillor Keith Whitmore

£1.5 billion
Transport Fund investment



Councillor Ian Macdonald

Ambitious for the future

In 2009 the £1.5 billion Greater Manchester Transport Fund (GMTF) was established – the only one of its kind in the country. This huge investment will allow us to fund significant improvements in our transport infrastructure and services and will bring significant economic benefits to our region and residents.

The Transport Fund will enable us to build Metrolink extensions to Ashton-under-Lyne, East Didsbury, Manchester Airport, Oldham and Rochdale Town Centres and a second line across Manchester City Centre. The first phase – the accelerated package – of GMTF investment includes a Cross City Bus package, Metrolink extensions to Ashton-under-Lyne and East Didsbury and additional park and ride schemes.

This investment follows the replacement of the overhead cables and the refurbishment of stops on the Altrincham line; the replacement of the track throughout Manchester City Centre; increased capacity at the redesigned St Peter's Square and Piccadilly Gardens stops; the launch of the new Metrolink brand identity and the introduction of new ticket vending machines which are now being introduced at all Metrolink stops. 40 new trams have also been ordered to provide increased capacity on the existing network and the trams needed for the new phase 3A extensions.

The new trams have started to arrive and will be introduced incrementally. Railway station improvement upgrades have been made and we are expecting the government to announce additional carriages on our rail network to help ease overcrowding.

We have also invested in Quality Bus Corridors, Local Link, Ring and Ride and Metroshuttle services and the Cross City Bus package which will help to transport people across the city, utilising the main arterial routes, easing bus congestion, speeding up journey times, increasing job opportunities and improving access to health and education facilities.

Public transport journeys across Greater Manchester reached more than 278 million in 2009 – that's 26.5 million more than in 2001 – an increase of nearly 10%.

We look forward to the future with a sense of anticipation and with an absolute commitment to expand and improve the quality of public transport in Greater Manchester.



David Leather
Chief Executive
GMPTE



Some of our key achievements in the last year include:

- over 8 million growth in bus journeys to 236 million;
- growth in rail journeys to approximately 22 million; and
- growth in Metrolink journeys to more than 20 million.

In addition:

- over 4,400 bus stops now have shelters;
- 39 Yellow School Buses transport more than 2,200 pupils to school increasing to 42 buses in 2009/10;
- the number of anti-social incidents on public transport has decreased by over 40% and we continue to work with the police to make the system even safer.

The next twelve months and beyond hold significant challenges for us, including:

- implementing the major investment programme funded by the £1.5 billion Greater Manchester Transport Fund;
- Metrolink extensions construction;
- securing more train carriages to reduce overcrowding;
- improving passenger safety and security;
- preparing the next Greater Manchester Local Transport Plan;
- securing government commitment and support for solutions to the Manchester Hub project.

278 million journeys

“ The Greater Manchester Transport Fund investment will bring significant improvements to our transport network along with major economic benefits. ”



Your local public transport

Delivering for you, our customers

Greater Manchester Integrated Transport Authority sets policy priorities annually. These policy priorities express the key strategic requirements needed to deliver improved services for our customers and council tax payers – who pay for, use and are affected by our services.

Reflecting current economic conditions

The Authority is keen to ensure that its decisions and the operations of GMITA/GMPTE reflect the condition of the economy. In particular, short-term improvements in transport links are being identified to help sustain and create jobs for Greater Manchester residents, whilst continuing to ensure that all ongoing operations and projects are delivered efficiently.

A key objective for the Authority is to provide a more integrated public transport network, partly through the introduction of a multi-modal smartcard ticketing system and real-time passenger information (RTPI) services.

Passenger safety and security

“The Authority will step up its work with the Greater Manchester Police (GMP), British Transport Police, transport operators and the ten Crime and Disorder Partnerships through the Crime Reduction on Public Transport (CROPT) project. The Authority will review the effectiveness of the work of CROPT to date, and encourage further initiatives, particularly those resulting in the increased visibility of uniformed officers on bus and Metrolink services.”

The Authority has established a Safety and Security Review Panel made up of leading members of the three political parties to scrutinise the ongoing activities aimed at reducing crime, fear of crime and anti-social behaviour. Members have been hearing evidence from a wide range of public transport operators and passenger groups as well as from the police and local authorities. Officers from GMITA/GMPTE have also been in discussion with members of the Greater Manchester Police Authority

and officers from Greater Manchester Police to agree new ways of working together in the future.

The Authority is committed to improving passenger safety and security by acting on the findings of the Panel and by continuing to work with GMP to secure a more prominent police presence across the network.

Greater Manchester Transport Fund (GMTF)

The Greater Manchester Transport Fund will deliver a series of key local transport investment schemes over the coming years.

The Authority, in partnership with the AGMA Executive, will oversee the implementation of these public transport schemes.

Local Transport Plan (LTP)

The 2008 Local Transport Act made GMITA responsible for the preparation of the next Greater Manchester Local Transport Plan (LTP). The current LTP, which is the second produced by Greater Manchester, expires at the end of March 2011.

Therefore, a priority for the Authority (over the coming year) is to lead on the first stages of the production of the third LTP in close consultation with the ten Greater Manchester highway authorities. This will ensure that a timely LTP3 submission is made to the Government in March 2011.

Spotlight

Bolton: Town centre Metroshuttle

GMITA placed high priority on developing Metroshuttle services across Greater Manchester. The first to be launched was in Bolton town centre in November 2008. The 1.6 mile route covers Bolton Interchange, the main town centre shopping streets and public facilities including the Town Hall.

Bury: Summerseat Local Link extension

Following feedback from the Bury Rural Inequalities Forum (BRIF) regarding irregular transport links in the rural areas of Bury, the Summerseat Local Link door-to-door service was extended in April 2009. The Bury Rural Local Link service operates Monday to Saturday 6.30am to 11.00pm and 10.30am to 11.00pm on Sundays. The new service operates in the Summerseat, Ramsbottom, Holcombe Brook, Tottington and Affetside areas with links to Bury Interchange. Alongside Bury Busy Bee Community Transport Bus, the Local Link service is providing much improved bus services for residents living in the rural areas of Bury.

Manchester: Wythenshawe bus station design works

Plans for a new bus station and Metrolink interchange in Wythenshawe moved a step closer when GMITA approved the release of £200,000 towards the design work for the scheme. The scheme will be funded in partnership with Manchester City Council and will relocate the bus station to improve access to the local amenities and enable passengers to interchange between bus and Metrolink.

“ These policy priorities express the key strategic requirements needed to deliver improved services for our customers and council tax payers – who pay for, use and are affected by our services. ”

4,400 bus shelters



Bus services

84%
punctuality
(2007/8)

85%
satisfaction

Buses are the single most important mode of public transport in Greater Manchester, accounting for around 80% of trips – that’s over 236 million passenger journeys last year.

The Authority has always been committed to working with bus operators to secure consistently high quality services – including punctuality, reliability and safety – which passengers rightly demand. Over recent months, the Authority has overseen the development of a revised Greater Manchester Bus Strategy, using the new provisions contained in the 2008 Local Transport Act.

Achievements in relation to bus services include increased use of services such as Local Link to provide cost-effective, locally-based, customer-responsive services in areas where commercial services have been withdrawn; continuing to procure nearly 20% of the bus network through subsidy; extending Metroshuttle-style town centre services to Bolton and Stockport; a wide range of measures to improve bus services on Quality Bus Corridors; pilot schemes for off-bus

ticketing systems including solar-powered ticket machines; shopping link services to improve accessibility to centres or supermarkets; further expansion of Yellow School Bus services; and continuing development work towards new bus stations/interchanges in Rochdale and Wythenshawe.

Progress to date

“The Authority will invite district authorities to work alongside GMPT to develop feasibility studies for free town centre bus schemes.”

The Authority has been working with district authorities to develop proposals and in the past year, two new services have been established on a pilot basis. Bolton’s Metroshuttle service commenced operation in November 2008 and serves the main train station and Interchange as well as some of the key city centre businesses. In May 2009, the route was revised to serve the Sainsbury’s store at Trinity Retail Park, a change that has proven popular with passengers.

Bus services – performance

	2005/6	2006/7	2007/8	2008/9
Annual journeys	216m	223m	224m	236m
Regular user satisfaction	82%	89%	82%	85%

236 million bus journeys in Greater Manchester in 2008/09.

The Stockport Metroshuttle was introduced in December 2008, and serves the railway station, bus station, Tesco at Portwood and the historic market place. Patronage has risen quickly and the service now carries 2,000 passengers per week.

Proposals are also being considered for services in other parts of Greater Manchester.

Discussions with operators have developed potential Kickstart orbital bus route funding bids. Following an appraisal of the most suitable proposals and subject to confirmation of Government funding, the services will be operated for a trial period to give both the Authority and the operators a better understanding of the longer term sustainability of the services.

The Authority, working with bus

companies submitted a bid under the ‘Green Bus Fund’ for a total of £3.16m which was awarded in full by the Department for Transport. This will allow investment in 66 environmentally friendly buses on a range of routes making a contribution to improved air quality and helping to reduce the industry’s carbon footprint. The bus services to be operated by the new buses will include Yellow School Bus routes, Manchester Metroshuttle and a range of other wholly subsidised routes.

Where demand for bus services is low the Authority has developed innovative demand-response bus services known as Local Link. In the Offerton area of Stockport, intending users can now book via the web. This pilot project is an important development for this type of service.

“The Authority will ascertain the areas where potential deficiencies exist with regard to orbital movements, and identify the neighbourhoods and potential routes where the introduction of orbital bus services can effectively address accessibility problems.”

Buses are the single most important mode of public transport in Greater Manchester, accounting for around 80% of trips – that’s over 236 million passenger journeys last year.

95%
reliability
(2007/8)

Bus services

236 million passenger journeys



GMPTTE owns and operates 21 bus stations throughout Greater Manchester and in addition operates the bus station at Manchester Airport on behalf of Manchester Airport plc. There are in excess of six million bus departures from GMPTTE's bus stations annually. Incorporated with the bus stations are 15 Travelshops which provide travel advice to passengers and sell a wide range of multi-operator and multi-modal tickets.

Better liaison with highway authorities

"The Authority will work with and support district authorities by utilising existing structures (such as the Greater Manchester Association of District Engineers and the District Officers' Liaison Group) to encourage districts and the Greater Manchester Police (where relevant) to consistently enforce bus lane provisions, particularly in key 'hotspot' areas."

The Greater Manchester Association of District Engineers (GMADE) has been reviewing the enforcement of bus lanes across the city-region. Manchester has enforced bus lanes for two years and four further districts are intending to implement the policy from 20 September 2010.

GMPTTE has worked with GMADE to review the hours of bus lane operation to ensure greater consistency and driver awareness and understanding. Districts are now reviewing these changes as part of the formal process leading up to civil enforcement of lanes.

Quality Bus Corridor improvement schemes

Rochdale

Replacement of roundabouts, provision of bus lanes and improvement of pedestrian facilities were completed at Townhead and Sudden, and have successfully contributed to reduced journey time variability for buses.

Stockport

The following schemes have been completed: the installation of traffic signals at the Gorton Road/Station Road junction outside Reddish North railway station; modifications to the junction of Stockport Road East, Hyde Road and George Lane, Bredbury; footway and pedestrian crossing improvements on the A560 Hyde Road at Woodley Station; and a new bus turnaround at the junction of Gorton Road and Thornley Lane in Reddish.

Trafford

A 277 metre westbound bus lane on Edge Lane, Stretford and a cycle lane leading from Manchester opened in May 2008. The project also included signalling changes at the Edge Lane/Kings Road and Edge Lane/Chester Road junctions. Traffic signal co-ordination has been introduced to a network of 20 traffic signal sites around Stretford, along with new Puffin crossings at Cromwell Road and Stretford Metrolink stop.

95% bus service reliability

Our future plans

Bus quality partnerships and cross city bus routes

The Authority is working with bus operators and district highway authorities to bring forward Quality Partnership Schemes (QPSs) that:

- require high quality vehicles;
- deliver high levels of punctuality and reliability;
- specify minimum service frequencies; and
- enable cross-city routes to operate.

Quality Contracts

Work is being undertaken to consider the extent to which a Quality Contracts Scheme might best meet the Authority's bus service objectives. This would allow GMPTTE to determine what local bus services should be provided.

Orbital bus routes, Metroshuttle developments and flexible transport services

The Authority continues to:

- develop and implement proposals for orbital bus routes to serve non-radial travel patterns; and
- support town centre Metroshuttle services.

Spotlight

Oldham: West Street bus station roof

Oldham's West Street bus station returned to full operational effectiveness when contractors completed works to repair sections of the roof damaged by a vehicle fire in 2006.

Rochdale: Shopping Link

The new Rochdale Borough Shopping Link was developed with older people's township groups and was launched in August 2008. The service – for those aged over 60 or with mobility difficulties – collects people from their homes, takes them to the supermarket and drops them back again. GMPTTE and Rochdale's Partnerships for Older People Project (POPPs) jointly fund the service.

Stockport: Town centre shuttlebus

GMITA placed high priority on developing shuttlebus services. The second to be launched was in Stockport town centre, in November 2008. The shuttlebus runs from the 300 bus stop in Stockport bus station every 12 minutes between 8.00am until 6.30pm Mondays to Saturdays, and between 10.30am until 5.30pm on Sundays. The bus is free and stops at the main shopping areas including Stockport Market, Merseyway Shopping Centre and services the rail and bus stations. Stockport Council and the Authority have organised the shuttlebus around the town centre to assist shoppers and tourists.

39 yellow school bus services

Rail services

88%
regular user
satisfaction

90%
public performance
measure



Popularity of rail travel in Greater Manchester has continued to grow with almost 23 million journeys on local services last year – more than double the number made ten years ago – the majority of which are provided by regional train operator Northern Rail.

A number of improvements were made in the December 2008 timetable with the aim of improving performance and ensuring a more robust and resilient rail service across Greater Manchester. One of the most significant changes was the restructure of Northern Rail's Blackpool North to Buxton service, which was split into three different service groups. Additionally, the service between Manchester City Centre and Manchester Airport was restructured in December 2008. The number of stops by long distance trains at stations on the airport line was reduced, and a regular local stopping service was introduced calling at all stations.

This also coincided with the introduction of newly-leased, five-coach Class 180 trains on some Preston and Blackpool services – providing greater capacity and an enhanced customer experience.

In addition to improved parking and access, there were enhancements to communications and security systems at a number of railway stations across Greater Manchester (including Daisy Hill, Bromley Cross, Hall i'th' Wood, Hazel Grove and Hale); major improvements to Lostock Station car park and Stalybridge entrance and booking office. Furthermore, the construction of a new third platform at Manchester Airport's railway station was completed ahead of schedule and was officially opened by Secretary of State for Transport, Rt Hon Geoff Hoon MP in January 2009.

22.8 million
annual journeys

Local rail network – performance

	2005/6	2006/7	2007/8	2008/9
Annual journeys	19.7m	20.7m	22.2m	22.8m
Reliability*	98.2%	97.3%	n/a	n/a
Punctuality*	89.4%	n/a	n/a	n/a
Public performance measure*	n/a	92.5%	90.3%	90.0%
Regular user satisfaction	90%	93%	88%	88%

Satisfaction with the local rail network in Greater Manchester was 88%.

Progress to date

Manchester Hub

"The Authority is committed to taking a lead role in scrutinising the Manchester Hub study, and ensuring that this vital preparatory work is progressed swiftly."

GMITA and GMPTE have been active participants in the Hub study, and have been represented on the Steering Group to ensure that the study fully reflects the needs of the Greater Manchester travelling public. The study will illustrate how the rail network around Greater Manchester should adapt in the coming years to accommodate growth.

Manchester is the economic powerhouse of the north of England, the cultural and financial capital of the region and the fastest growing economy outside of London. Rail has the potential to link areas of need in the north with areas of opportunity in the south.

If the north of England's economy is to continue to grow, and the £30 billion a year productivity gap between north and south is to be closed, it is imperative that the issue of Manchester Hub is addressed.

Tackling the Manchester Hub will have ramifications far beyond Manchester: faster and more frequent journeys between the city-regions; improved access for commuters; more sustainable travel to Manchester Airport; and easier access for freight to international markets.

Ultimately we want to see measures which will improve capacity on the network made explicit in Network Rail's plans for 2014 and beyond.

The Authority will remain closely involved in this work and in the meantime will be lobbying hard to ensure that policy and decision makers are aware of the importance of the Hub and its role in supporting our region's economy.

* From 2006/7, train reliability and punctuality were replaced by the public performance measure which combines these figures.

Rail services

40% reduction in anti-social behaviour



Overcrowding of trains

"The Authority will work closely with Northern Rail over the next year to ensure that the maximum number of train units committed by the Department for Transport (DfT) under the HLOS rolling stock strategy is secured in the Greater Manchester area for fleet-strengthening."

During 2009 GMITA and GMPTE have been working with the DfT and train operators to secure the maximum number of additional vehicles for Greater Manchester. This has involved providing information on patronage and passenger information and challenging some rail travel perceptions of the region. Northern Rail is now finalising its proposals with the DfT and negotiations are continuing.

Our future plans

Overcrowding of trains and platform lengthening

The DfT is committed to delivering a number of additional train units nationally under the High Level Output Specification (HLOS) rolling-stock strategy. The Authority remains committed to working closely with the DfT and train operators to ensure that Greater Manchester receives the maximum number of units possible, to strengthen existing fleets. The Authority continues to prioritise the allocation of new carriages and co-ordinate associated investment in lengthening platforms to ensure that larger trains can run on the most overcrowded routes.

Accessible railway stations

The Authority has previously agreed the criteria for prioritising investment when improving accessibility at local rail stations.

A programme of work is being developed to make stations accessible to people with mobility impairments, parents with buggies and other members of the community. This will be based upon how well stations are used and how far away the nearest accessible station is. Our aim is to achieve a fair level of access across the local rail network.

Spotlight

Bolton: Lostock station car park

Work to extend the popular car park at Lostock Station was completed in February 2009, resulting in an increase in capacity from 55 to 226 spaces. This continued the programme of providing additional improved car parking at Bolton stations, which began with new facilities being completed at Daisy Hill and Hall'i'th'Wood earlier in the year.

Oldham: Greenfield railway station upgrade

Major refurbishment works and improvements to the station at Greenfield were completed in February 2009. The refurbishment has provided a new, more accessible ticket office with passenger seating and covered waiting areas on the Manchester-bound platform and installation of CCTV to improve security. Greenfield Station also benefits from a free, staffed car park with 80 parking spaces at the nearby Saddleworth Rangers rugby club. The improvements provide better facilities for local commuters and other passengers wishing to travel to Ashton-under-Lyne and Manchester.

Wigan: Railway station improvements

Passengers using Atherton, Hag Fold and Hindley stations benefited from improvements including CCTV, electronic information schemes and public address equipment – improving security and passenger information.

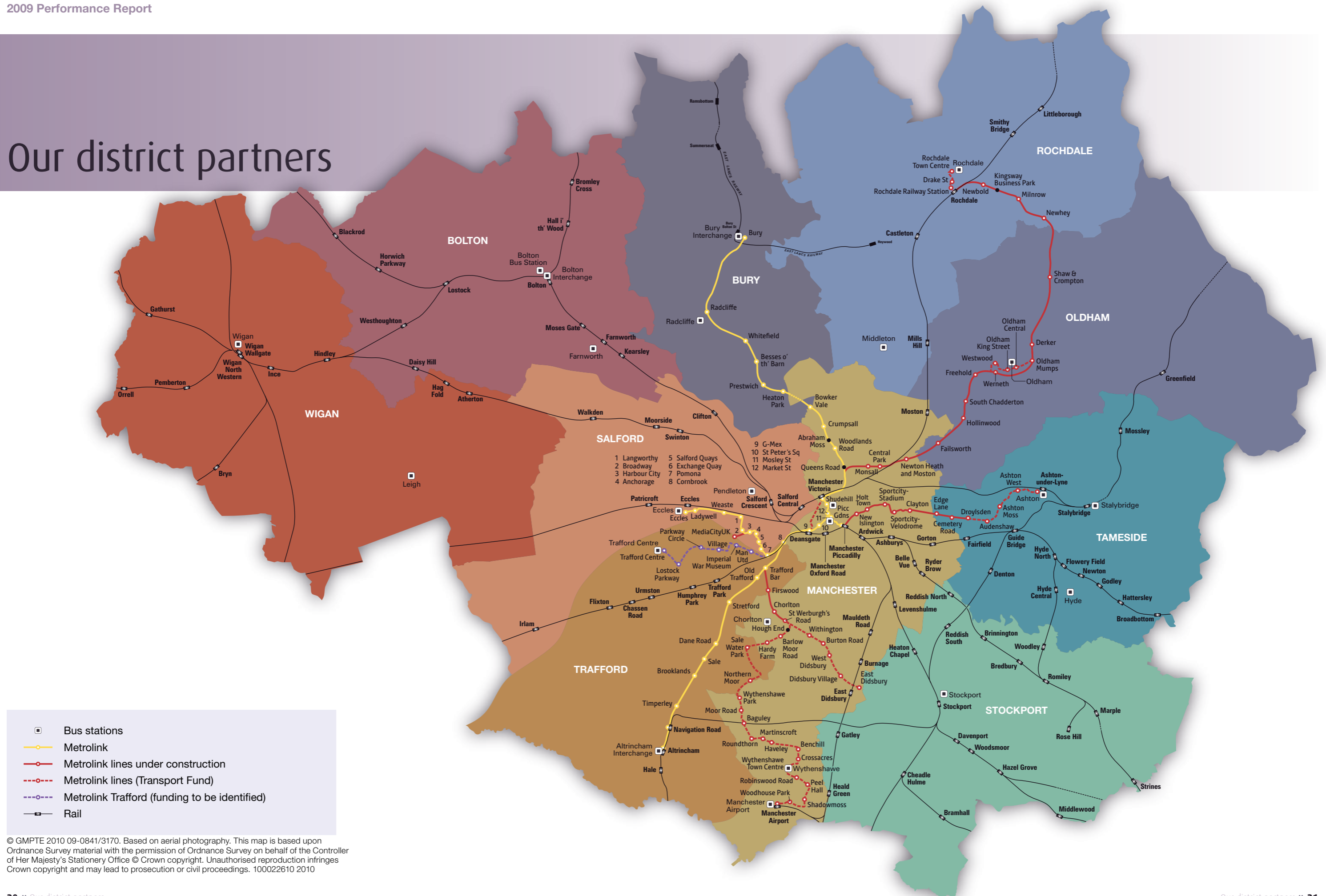
Salford: Railway station improvements

Railway stations at Walkden, Swinton and Moorside are among several in Greater Manchester to have benefited from improved passenger facilities. These include the provision of booking office communication systems, electronic information boards, public address systems and CCTV. They will help to keep passengers informed of train times and provide enhanced security.

Tameside: New entrance and passenger facilities at Stalybridge Station

A striking new entrance was unveiled at Stalybridge railway station in December 2008 marking the completion of a major upgrade of passenger facilities. GMITA and First TransPennine Express funded the project, which has transformed the station's entrance hall and ticket office. New facilities include a glass fronted waiting area with seating and customer information screens giving train departure information. Official marked parking bays have been introduced, along with a new dedicated taxi pick-up area, which have helped to improve pedestrian access.

Our district partners



- Bus stations
- Metrolink
- Metrolink lines under construction
- Metrolink lines (Transport Fund)
- Metrolink Trafford (funding to be identified)
- Rail

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Metrolink services

2009 was an exciting year for Metrolink, with some major developments.

Final approval was granted by the Department for Transport to build extensions to Oldham and Rochdale, Droylsden and Chorlton along with a second tram depot at Old Trafford and work is now well underway to progress these.

We also placed orders for new, more reliable ticket machines and 40 new trams to increase capacity on the existing network and the new lines.

Current improvement work

The first phase of the programme of the track renewals in Manchester City Centre was completed on time and to budget on 2 November 2009 and all sections of track between GMex, Victoria and Piccadilly Station have been relaid. The new track is helping to make journeys smoother, quieter and more reliable.

40 new trams

The project also included working closely with Manchester City Council to install high quality street finishes that reflect the different characteristics of the city centre sections that the lines run through.

While the city centre was closed passenger facilities were improved at the city centre stops and St Peter's Square and Piccadilly stops were completely upgraded. This included installing the first of the new, state-of-the-art Ticket Vending Machines at these stops.

During summer 2009 major improvement work was carried out along the Altrincham line with the replacement of all the overhead lines and extensive improvement work to passenger facilities at the stops.

Throughout this work, replacement bus services were provided to help mitigate the disruption that the work caused our passengers.

Construction work is going well on the extensions to Oldham and Rochdale, Chorlton and Droylsden, with these new lines due to open in 2011 and 2012. These will nearly double the size of the existing network and as a result it is anticipated that passenger journeys will rise from 20 million to 33 million a year.

The new ticket machines will be installed across the network by spring 2010 and the new trams are currently being introduced.



Metrolink – performance

	2005/6	2006/7	2007/8	2008/9
Annual journeys	19.9m	19.9m	19.7m	20.0m
Reliability	97.6%	97.5%	98.4%	99.0%
Regular user satisfaction	95%	96%	94%	92%

Metrolink services are receiving more investment and upgrades to improve performance.

Future extensions

The construction of extensions to Chorlton, Droylsden, Oldham and Rochdale and MediaCityUK is ongoing. In addition to these new lines the creation of the Greater Manchester Transport Fund will bring further expansion.

The £1.5 billion Transport Fund provides for extensions to Ashton-under-Lyne, East Didsbury, Manchester Airport and Oldham and Rochdale town centres as well as a second city crossing in Manchester.

Enhancements, upgrades and refurbishments will continue to stations and stops across the network. GMPTE will deliver these projects with the planning, prioritisation and implementation overseen by the Authority, to ensure that Metrolink is further enhanced.

Accountable to you – our governance and control

GMPTÉ works within a framework of corporate governance similar to that of other public sector bodies with clear lines of accountability and decision-making structures.

The function of GMPTÉ is to implement the policies of GMITA (the body responsible for setting policy and made up of elected councillors from the ten districts). In fulfilling this role, GMPTÉ is responsible for ensuring that its business is conducted in accordance with the law and proper standards; and that public money is safeguarded, properly accounted for, and used economically, efficiently and effectively.

GMPTÉ is also committed to achieving continuous improvement in the way we work and the services we provide. To achieve all this, we have put in place proper arrangements for carrying out our activities and managing the risk of failing to do so; this is referred to as a governance framework.

To set out how we have complied with the six Key Principles of Governance during the year, GMPTÉ issues an Annual Governance Statement.

The governance framework

GMPTÉ's governance framework includes arrangements for monitoring and reviewing the effectiveness of risk management and internal controls, which give details of our policies, procedures and operations.

Monitoring and reviewing the effectiveness of risk management

- The Executive Board – comprising Executive and Non-Executive Directors – meets monthly to set the strategic direction of the organisation. The Board is accountable for corporate and strategic level risk management.
- An internal Risk function, which undertakes independent reviews of controls, processes and individual projects as part of an annual programme of work, examines key risks facing the organisation.
- An external Programme Assurance Partner – whose role is to provide independent assurance in relation to capital and project development – reports findings to the Audit Committee.
- The Audit Committee meets quarterly. It assists the Executive Board by setting the agenda for effective risk management across GMPTÉ.

Internal controls – setting policies, procedures and operations

- Establish and monitor the achievement of GMPTÉ's objectives.
- Identify, assess and manage risks to achieving GMPTÉ's objectives.
- Facilitate policy and decision making.
- Ensure value for money.
- Ensure compliance with established policies (including ethical expectations), procedures, laws and regulations.
- Safeguard GMPTÉ's assets and interests from losses that may arise from fraud, irregularity or corruption.
- Ensure the integrity and reliability of information, accounts and data including internal and external reporting and accountability processes.

To set out how we have complied with the Key Principles of Governance during the year, GMPTÉ issues an Annual Governance Statement. This is part of our annual Statement of Accounts and meets audit requirements. Activities highlighted in this year's Statement include the:

- update of the Executive's Scheme of Delegation;
- review of the Counter Fraud and Corruption Policy and its inclusion in our staff induction processes;
- review of the Terms of Reference of the Audit Committee;
- implementation of a Competency Framework to underpin staff development and capability; and
- preparation of a stakeholder strategy.

Risk Management

As part of GMPTÉ's governance framework, the Audit Committee has overall responsibility for reviewing the Strategic Risk Register and for providing the Executive Board with assurance that the agreed risk management process is in place and is effective.

In addition to the quarterly report provided by the Audit Committee, GMPTÉ's Executive Group meets to review the Strategic Risk Register a minimum of four times a year. In line with GMPTÉ's risk management process, each risk on the Strategic Risk Register is assigned an owner and appropriate actions – designed to mitigate the risk – are identified and implemented.

As part of GMPTÉ's ongoing plan to embed its risk management process within the organisation, a centralised risk management system has been implemented. The system provides greater access and visibility of risk information across the entire organisation, while supporting the risk process and delivering improved reporting at all levels.

440,000
concessionary passes reissued

Our vision and values

Our vision

“To make public transport the preferred choice in Greater Manchester”

Greater Manchester is a thriving, vibrant place to live and work, competing culturally and economically on an international stage. Nearly 10,000 new jobs have been created in the region in the last five years and a further 210,000 are predicted by 2021. It is vital that the regional economy has a transport infrastructure and services that support this growth and GMPT's vision encapsulates this.

Our values

Our values are the principles and standards that are integral to everything we do and in particular the way we work and communicate with each other and our stakeholders. They also reflect the behaviours that our customers and the public expect of us.

Delivery – we aim to deliver our commitments on time and within budget. We want our services to be safe and accessible, to keep our passengers informed and to deliver efficient and value for money services.

Partnership – we work in collaboration with the bus, train and tram operators. We listen to our customers and staff. We work in partnership with our local authority and delivery stakeholders.

Ambition – we strive to continually improve our services, listening and acting on the views of our customers and stakeholders, learning from experience and investing to deliver improved and enhanced services.

Respect – we behave honestly and ethically and are fair to all. We respect our customers and partners and have respect for people, diversity and the environment.

Responsibility – we are accountable for our actions and we take responsibility both personally and collectively. We are answerable for the impact and consequences of our decisions.

delivery

partnership

ambition

respect

responsibility

Spotlight

Bury: Metrolink stop upgrades

Working with tram operator Stagecoach to oversee the upgrades, some former railway stations on the Bury Metrolink line benefited from a minor enhancement programme. Improvements were made to safety and security features as well as to the general appearance of the stops.

Salford: MediaCityUK Metrolink extension

Having successfully completed the legal and planning procedures, the MediaCityUK Metrolink extension is fast taking shape and is due to open in summer 2010. Metrolink will provide a fast, reliable and enjoyable journey to one of the most significant and exciting new developments in Europe. The MediaCityUK extension will provide access to an exciting range of facilities not just for employees working at the BBC and others in MediaCityUK, but also for those attending the major concerts, shows and other events that will be taking place in the studios and the new square.

Tameside: Godley village bus service

A vital Tameside bus service was saved after GMITA stepped in to fund it. The commercial operator announced they were to cut the 387 Ashton-under-Lyne to Hyde service from the end of October 2008, but the Authority's decision to fund the service means that Godley village will not be left without a service. Direct links between Tameside General Hospital and Hyde, Hattersley, Mottram and parts of Stalybridge will also remain in place.

Our customers

Who are our stakeholders?

Passengers

Passengers rightly expect a high quality, integrated public transport system that provides a value-for-money solution to their travel needs.

Local business community

The local business community expects a public transport system that can provide effective links to a sustainable employment pool and that can mitigate the economic impact of traffic congestion. Nationally, business expects frequent and reliable rail links to commercial destinations across the UK.

AGMA

The ten Greater Manchester councils represented by the Association of Greater Manchester Authorities (AGMA) expect a public transport network that supports the sustainable and inclusive economic region of Greater Manchester.

National Government

National Government expects GMITA/GMPTE to develop and strive to implement an integrated transport network that delivers best value.

Other public bodies

Other public bodies, including Local Authorities as Highways Agencies, look for opportunities to work with us to deliver partnership solutions to meet public needs.

Staff

Staff expect us to provide a working environment within which they can develop and to which they feel committed.

Public transport operators

We have a two-way relationship with public transport operators. They expect the delivery of public transport infrastructure commitments. In turn, we expect them to deliver and sustain agreed service level commitments.

Performance

We have developed and we report on our performance indicators to enable you, our stakeholders, to measure our performance.

GMITA and GMPTE have revised the performance indicators and targets to focus on the critical measures that will define performance and reflect the challenges that lie ahead. Four themes have been derived:

These are:

- value-for-money – including service provision and user satisfaction;
- society – to tackle social exclusion;
- environment – to improve environmental performance of public transport and increase modal shift on to public transport; and
- economy – to stimulate key economic drivers and tackle unemployment.

Targets for the next three years have been developed, aligned with the second Local Transport Plan and national targets. Using comparisons to achieve best-in-class performance, targets have been set to improve performance in priority areas.

Our performance is regularly measured, reported and reviewed, with progress against targets reported on a quarterly basis to the Authority and monthly to GMPTE's Executive Board.

91% of all Traveline calls answered within **30 seconds**

Our responsibilities to you

Corporate Objectives

Our Corporate Objectives are the aspirations which will deliver our vision and values in line with GMITA's Policy Priorities. GMPT's Corporate Objectives, which set the context for the development of more detailed, shorter term priorities and actions, are to:

- improve the choice, quality and performance of public transport;
- increase customer awareness and satisfaction;
- secure the resources we need to deliver high quality public transport in Greater Manchester;
- increase access for all;
- improve value for money; and
- contribute to sustainable development and a cleaner environment.

Key Business Priorities

The Key Business Priorities set out our approach to achieving the strategic objectives and are reviewed every year. Our key priorities over the next three year period are to:

- optimise safety and security on and around public transport in conjunction with key stakeholders;
- effectively deliver services and manage the performance of bus and train operators, for the benefit of passengers;
- effectively manage the performance of the Metrolink operator, to ensure a high quality service for passengers;
- maximise all funding sources;
- continue to develop longer term strategic planning for public transport;
- develop a prioritised medium term capital programme aligned to our corporate objectives;
- deliver the prioritised rolling projects portfolio on time and budget;

- deliver the planned Metrolink expansion and improvements to existing lines, on time and on budget;
- develop effective and efficient internal processes, procedures, tool sets and methods;
- establish effective and efficient processes to continue to develop staff and improve organisational effectiveness and productivity;
- develop, implement and maintain effective partnerships with strategic stakeholders to secure their commitment, support and influence to the benefit of passengers;
- optimise value for money;
- develop transport governance arrangements for Greater Manchester;
- optimise use of value-creating innovation and technology across the organisation;
- manage our effect on the environment to ensure our operations are environmentally sustainable; and
- develop a 'smarter choices' strategy to enable those who are travelling in Greater Manchester to choose walking, cycling, public transport and other sustainable modes more often.

Spotlight

Trafford: Timperley village bus service

Following the withdrawal of a commercial service which provided a vital link in the Altrincham area, GMITA/GMPTE consulted with local residents to determine what they needed in a bus service. As a result, a new service was introduced that now links Broomwood estate with Timperley and Timperley Grange.

Wigan: Standish and Shevington Local Link bus service

Standish and Shevington Local Link will now take passengers from Red Rock to Wigan Infirmary. GMITA introduced the door-to-door transport service seven years ago and last year extended it to carry passengers from Red Rock to Wigan town centre. This latest improvement will mean that Red Rock residents will now have a direct service to the Infirmary as well as the town centre. Passengers can book the service by calling the booking centre, which is open from 7.30am to 10.30pm every day, and journeys can be arranged up to a week in advance.

Manchester: Safe crossing campaign, Piccadilly Gardens

Lollipop men and women were used to drive home the safety message to people at Piccadilly Gardens' bus stops as part of a road safety campaign in the city centre. The initiative aimed to improve safety at the area's busy bus stops and highlighted the importance of using the marked crossing points. Pedestrians and bus passengers were also handed branded lollipops with messages reminding them to 'stop, look and listen' before crossing the road.

Our Corporate Objectives form the basis for our annual process of key business prioritisation and lead to the creation of Key Business Priorities (KBPs) for the next three year period.

**Choice
Performance
Quality**

Reports

Environmental, equality and diversity

**Disability
TwoTick
Employer**

Activities of GMPTE and public transport providers have an effect on the environment. We recognise sustainable development as a Key Business Priority and have included it as a strategic objective in our Business Plan. We measure and monitor compliance with legislation and environmental policies – complying with UK Government policy, UK and European legislation, regulations and codes of practice.

ISO 14001 Environmental Management System

Environmental highlights for 2009

- GMPTE has retained certification to Environmental Management System ISO 14001. This involves every part of GMPTE and ensures our compliance with environmental legislation and a commitment to continuous improvement.
- Internal environmental training, induction for new starters and regular meetings of a 'Green Action Team'.
- While working on the new Metrolink lines we liaise closely with our stakeholders to protect wildlife by carrying out ecological surveys, clearing the routes carefully and planting more trees than we remove.

Environmental matters for further development in 2010

- Complete a climate change strategy that will ensure GMPTE is engaged fully in efforts to reduce public transport carbon emissions.
- Develop Travel Behavioural Change (Smarter Choices) work streams.
- Ensure that Stagecoach Metrolink is certified to ISO 14001 including an audit of all sites and action plan.
- Embed sustainable design guidance into project and Programme Management Procedures (PMP).
- Develop renewable energy schemes.
- Incorporate climate change and air quality standards in service contracts.
- Monitor and measure utilities, waste, procurement and staff travel and set measurable sustainability targets.

Equality and diversity report

GMPTE seeks to meet its legal obligations with regards to race, gender, disability, age, sexual orientation, religion and beliefs. Along with other public bodies we have published Race, Disability and Gender Schemes which clearly set out how we seek to promote equality in these areas. We aim to mainstream equality and diversity in everything we do and in order to achieve this aspiration we have committed to progression against the Equality Framework for Local Government. We have introduced a revised Equality Impact Assessment (EQIA) framework, which is used during the development of any new policy, activity or project to predict and mitigate any adverse impacts.

Summary of progress during 2009 Employment

- Maintained our status as a 'Disability Two Tick' employer.
- Developed the Management Information System (MIS) to increase the scope of our workforce equality monitoring data.
- Introduced a new recruitment policy which includes plans to reach out to under-represented groups through positive action schemes, community and e-recruitment.
- Ongoing focus placed on meeting and exceeding diversity targets within the recruitment process.

Service delivery

GMPTE is responsible for both direct service provision and the commissioning of services. The following are highlights of progress made:

- Over 440,000 concessionary passes were issued as part of the introduction of the English National Concessionary Travel scheme.
- Under-16 concessionary passes have been extended to all young people up to the end of the academic year in which they are 16 years old.
- The use of community transport to enable children and young people to attend religious schools.

- The extension of Local Link services including a new link from Torkington (Stockport) to Stepping Hill Hospital and other facilities which will be bookable via web-based technologies.
- A Disability Reference Group (DRG) was recruited by the Metrolink project team. It comprises individuals with a range of impairments who regularly meet to discuss and approve design options to optimise access to the network.
- The expansion of Demand Responsive Transport services from 28 to 32 routes, with a particular emphasis on communities experiencing geographical isolation such as Heywood, Hattersley and Middleton.
- Provision of a cross boundary Ring and Ride service.
- A Travel Training Symposium was held at Manchester Art Gallery with the aim of promoting best practice in travel training to partners across Greater Manchester.
- GMITA funded United Response, a Trafford-based project to tackle public transport related bullying and harassment of those with learning or physical disabilities and mental health needs.
- Publicity launch held to raise awareness of the installation of 56 React units and 27 React audio locators – talking signage systems – at Bolton Moor Lane bus station by the RNIB.

Delivering value for money

Our income and expenditure

Budgeted income for 2009/10 totals £259.3 million and includes the local authority levy, the special rail grant, bus grants, a specific grant for operating the enhanced English National Concessionary Travel Scheme and a number of other small grants.

GMITA/GMPTE income for 2007/08 – 2009/10

	2007/08 Actual £m	2008/09 Actual £m	2009/10 Budget £m	08/09-09/10 Change £m
Local authority levy	151.8	158.0	164.7	6.7
Special rail grant	75.0	79.6	80.5	0.9
National Concessionary Scheme	–	10.5	10.8	0.3
Other grants/income	1.3	0.7	0.3	(0.4)
Planned use of (increase in) reserves	–	(3.3)	0.5	3.8
Funded by Metrolink operating surplus	–	–	2.5	2.5
	228.1	245.5	259.3	13.8

GMITA/GMPTE expenditure for 2007/08 – 2009/10

	2007/08 Actual £m	2008/09 Actual £m	2009/10 Budget £m	08/09-09/10 Change £m
Concessionary support	57.9	71.1	70.4	(0.7)
Supported bus services	28.6	30.1	33.0	2.9
Rail	74.5	79.1	78.9	(0.2)
Metrolink	1.4	1.7	1.8	0.1
Accessible transport	6.4	6.9	6.9	0.0
Passenger facilities, services & support	28.1	26.0	30.5	4.5
Financing	31.2	30.6	37.8	7.2
	228.1	245.5	259.3	13.8

- Concessionary support is the money we pay to all operators including bus, rail and Metrolink to compensate them for the income they forego in providing free or reduced fares to those entitled to concessionary travel. From 1 April 2008, we have been reimbursing operators for journeys arising as a result of the introduction of the National Concessionary Travel Scheme which entitles the over 60s, under 16s and people with disabilities eligible for free travel on local buses throughout England.
- GMPTE provides bus services where it is not considered economically viable for operators to provide commercial services, but where there is deemed to be a need for communities to have access to jobs, health and education. We do this by subsidising commercial operators or supporting local community transport organisations to run services.
- GMPTE also provides dedicated school services throughout the Greater Manchester area for children up to the age of 16.
- In 2009/10 we have budgeted to spend £70.4 million on concessionary support.
- Each year GMPTE develops and delivers a number of public transport projects. Whilst a number of these are funded from Government grants, GMPTE also borrows some of the money. The amount of interest and related financing costs are budgeted to be £37.8 million in 2009/10. The increase compared to 2008/09 is due to the cost of servicing increasing levels of borrowing taken out to partly fund the investment in the extensions to the Metrolink network.
- In 2009/10 we have budgeted to spend a total of £33 million on Supported Bus Services. This represents an increase of £2.9 million, reflecting cost pressures in this area due to higher operator costs.
- The Department for Transport will pay GMPTE £80.5 million in 2009/10 for train services. The majority of these funds are passed through to Northern Rail – the main rail franchise operator in Greater Manchester – with a small amount provided to support GMPTE's activities in promoting and monitoring train services in the area.
- In 2009/10, £6.9 million will be invested in enabling Greater Manchester Accessible Transport Limited (GMATL) to provide the Ring and Ride service for those who require a more personalised public transport service, and to provide subsidised taxi vouchers to those who cannot use standard public transport.
- A budget of £30.5 million was set aside for 2009/10 to cover costs for providing improved passenger facilities, planning, developing and managing the transport strategy for Greater Manchester, and providing other support to the organisation.
- In 2008/09 a £3.3 million surplus was generated from higher than budget interest income and transferred to a specific reserve which will be used to mitigate future financing risks.

Delivering value for money

Summary of capital expenditure

Capital funding is provided from central Government and other funding streams. It is closely monitored to ensure that we achieve value for money.

GMITA/GMPTE capital expenditure

	Note	2009/10 £m	2010/11 £m	2011/12 £m
GMITA capital programme				
Minor works	1	16.2	8.1	6.2
Wigan and Bolton TIF	2	7.0	7.0	–
SEMMMS Minor	3	2.9	0.9	0.9
		26.1	16.0	7.1
GMPTE capital programme				
Enterprise system	4	1.9	–	–
IS hardware and other systems	4	1.1	1.0	1.0
		3.0	1.0	1.0

	Note	Total £m
Metrolink capital programme		
Improvements to existing systems	5	127.5
Phase 3A extensions to Droylsden, Chorlton and Oldham and Rochdale	5	575.0
MediaCityUK	5	19.9
		722.4

Greater Manchester Transport Fund Public Transport Schemes

	Total £m
Accelerated Package	
Metrolink Droylsden to Ashton	88.0
Metrolink Chorlton to East Didsbury	88.0
Cross City Bus Package	54.0
Park and Ride	32.0
	262.0

Other Schemes	
Metrolink Rochdale Town Centre	33.0
Metrolink Oldham Town Centre	84.0
Metrolink Airport and 2nd City Crossing	512.0
Contributions to stations	50.0
Altrincham Interchange	19.0
Bolton Town Centre Transport Strategy	48.0
Leigh – Salford – Manchester Busway Project	76.0
	822.0

Total Greater Manchester Transport Fund	1084.0
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We also work closely with partner organisations, including Network Rail and train operating companies, to maximise the funding available for capital improvements. For the foreseeable future, the main source of capital funding is anticipated to be the Transport Fund announced on 12 May 2009. Considerable work is underway on the development of schemes which are to be funded by the Transport Fund programme which will result in an improved public transport network, a reduction in congestion and enhanced economic development.

Notes

- The minor works programme funds ongoing rolling programmes including Metrolink, bus and rail station improvements and passenger facility enhancements. The 2009/10 programme includes amounts carried forward from 2008/09.
- The Wigan and Bolton Transport Infrastructure Fund provides resources for schemes in these districts which are not directly benefiting from Metrolink. It is largely managed by the two Metropolitan Borough Councils.
- The South East Manchester Multi Modal Study (SEMMMS) allocates funding to Quality Bus Corridor and other schemes in Stockport, Tameside and Manchester. It includes the provision of bus lanes and other traffic schemes.
- Funding has been allocated towards the phased procurement and installation of new Management Information Systems to enhance our organisational capabilities and improve our efficiency – together with other associated hardware and systems to link in and support it.
- The Metrolink capital programme includes funding allocated to the current extensive development and improvement schemes for our light rail system. This includes track and station improvements; planned major expansions to Oldham and Rochdale and Droylsden and Chorlton as well as MediaCityUK; new trams; and the other associated infrastructure that will be needed to operate them.

Greater Manchester Transport Fund

In May 2009, GMITA and AGMA, with the agreement of the Secretary of State for Transport, approved a package of expenditure of £1.5 billion, funded from £448 million of Regional Funding Allocation; £165 million grant from the Department for Transport in relation to the SEMMMS road scheme; a £147 million 'top slice' from the Greater Manchester Integrated Transport Block LTP funding over a period of 9 years from 2010/11; up to £775 million from a combination of borrowings, to be undertaken by GMITA, and partly from local/third party contributions.

The schemes in the Transport Fund include further Metrolink extensions to East Didsbury, Ashton-under-Lyne, Oldham and Rochdale town centres and to Manchester Airport, and a second Metrolink line across Manchester City Centre; a Cross City Bus package; Park and Ride schemes; the Leigh-Salford-Manchester Busway; contributions to railway station improvements; and new interchanges at Altrincham and Bolton, to be delivered by GMPTE.

In addition the Transport Fund includes four road schemes to be delivered by the relevant local authorities.



Contact Information

Do you have something to say about public transport in Greater Manchester?

GMITA holds transport drop-in sessions where you can meet GMITA and GMPTE staff as well as local bus and train operators in your area. If you would like more information visit www.gmita.gov.uk or call 0161 234 4619.

Do you have something to say about this publication?

GMITA and GMPTE are keen to hear your views. If you have any comments or if you want to give us any feedback, please contact us by email at planning&performance@gmppte.gov.uk

Or write in to:

David McGovern
Head of Planning and Performance
GMPTE
Freepost RRHE-RKUU-KSJY
Manchester
M1 3BG

Please remember to provide us with your contact details if you would like a response. Data collected will not be held or passed to any other organisations, it will only be used to reply to you.

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