TRAVELSAFE

On track for safety

Working together for safer journeys for everyone, everywhere

2026-30







TravelSafe Partnership: On Track For Safety

Together we'll make Greater Manchester's transport the safest in the UK. Every journey safer, every passenger more confident, every community stronger.

Transport for Greater Manchester

BEE NETWORK

GMCA

GREATER MANCHESTER POLICE

BRITISH TRANSPORT POLICE

Metrolink

Stagecoach

North West

DIAMOND NORTH WEST

First

MetrolineManchester a comfortdelgro company

NORTHERN

TRANSPENNINE EXPRESS

beryl

SALFORD CITY F.C. FOUNDATION

Contents



TravelSafe Partnership: On Track For Safety 2

Contents 3

Mayor's Foreword 4

Introduction – what we do 6

The challenge we're solving 8

How the TravelSafe Partnership works 10

How we turn principles into action 12

What makes Greater Manchester special? 14

Our vision: Where we're heading 15

Our mission: What we do every day 15

Our strategic aims 16

Measuring success 18

Our Key Performance Indicators – What success looks like 19

Mayor's Foreword



Through our Bee Network, Greater Manchester's integrated transport system, we continue to open up and expand opportunities for people to easily get on board and get around. The Bee Network continues to go from strength to strength, with patronage and satisfaction increasing each year. To sustain this momentum, it is important that we maintain a focus and commitment to making every journey a safe journey.

We have an effective TravelSafe partnership in Greater Manchester, which is one of the best in the country. Through it, key partners including Transport for Greater Manchester and Greater Manchester Police, Local Authorities and operators work hard, day in day out, to keep our transport network safe.

In our previous strategy we set about tackling crime and anti-social behaviour, improving the perception of safety and promoting ethical behaviours whilst using the network. We have worked hard to increase staff training and resources to provide more capacity and visibility at stations and on-board services.

This approach has been effective. There were over 280 joint deployments on the network in 2025. 325 tickets and passes were removed and the significant education outreach programme delivered safe travel messages to 30,000 young people.

But we know that there is much more to do, and that concerns and perceptions over safety remain a barrier to the confidence of some residents in the network. I am absolutely committed to continued improvement.

That is why it is my vision to establish Greater Manchester's transport system as the safest in the world and develop world leading approaches to safety on public transport.

A key component of this has been the launch of an enhanced TravelSafe LiveChat function for the transport network, with a dedicated branding to make it easily identifiable, so that people can easily, safely and discreetly report concerns whilst using the network. Reporting an issue through TravelSafe LiveChat means a direct conversation with Greater Manchester Police who can provide advice, dispatch a response and communicate with TfGM real time to access CCTV, hold vehicles and redeploy staff.

Further to this, we will create a new integrated Transport Policing and Crime Command as part of our transformative plans, with dedicated leadership and a tried and tested approach to problem-solving, ensuring a maintained focus on safety and security on the transport network and our roads.

The implementation of the new Transport Policing and Crime Command will support the activity and delivery of this new TravelSafe Strategy. Our new priorities, outlined within this document.

We will strengthen our multi-agency collaboration and resource allocation to address anti-social behaviour and improve perceptions of safety by actively communicating our principles and progress. We will also continue to promote ethical and sustainable travel behaviours and create safer environments for vulnerable groups, to build trust and confidence to use the Bee Network.

I am grateful to the many staff working day and night to keep our Bee Network safe and providing support and a visible reassurance for passengers. I want to ensure that we continue to equip staff on buses and trams to reduce and deal with incidents and increase feelings of safety and to strengthen their capability in handling behaviours that affect safer travel and keep our staff safe.

There is a significant amount of progress we have made together. However, if we are to deliver the best decade since the Victorian era, with new bus routes, tramlines and train stations to connecting thriving communities across the city region we need to continue to put safety and perceptions of safety at the heart of this, for our residents and anyone who visits our city-region.

It should remain our joint ambition in Greater Manchester to unlock access and opportunity for all; we won't realise the full potential of our network unless everyone feels safe getting around. Day or night. On bus, tram or train.

Through the TravelSafe Strategy we will use every tool at our disposal to deliver on this ambition.

Introduction – what we do

The Greater Manchester TravelSafe Partnership (TSP) exists to make public transport safer and more welcoming for everyone. This document sets out how we turn our mission, vision, and priorities into action over the next three years. It serves as a guide for our partners, and stakeholders in ensuring a shared commitment to making every journey safer.

TSP works across Greater Manchester's transport network, preventing crime, tackling antisocial behaviour, and building public confidence. Through strong partnerships, intelligence-led action, and community engagement, we seek to create an environment where people feel safe and protected whenever they travel.

The TravelSafe Partnership believes that safety and trust are built through action that is centred on the needs of passengers in our local communities, and the wellbeing of transport staff.

The TravelSafe Partnership is committed to ensuring that everyone can travel safely and confidently across Greater Manchester's transport network.



The challenge we're solving

Public transport is the **lifeblood of Greater Manchester**, connecting people to jobs, education, healthcare, family, and leisure activity. But **crime, antisocial behaviour, public perceptions about safety** and **accessibility concerns** can create barriers to safe, confident, and equitable travel.

We know that:

- There is often a gap **between perception and reality**, with public concerns, particularly among non-passengers, sometimes misaligned with actual crime and safety data. While the vast majority of journeys are safe, negative incidents and narratives can fuel a sense of insecurity, discouraging people from using public transport. Addressing this requires clear communication, transparency, and visible reassurance measures to rebuild trust.
- **Antisocial behaviour and crime undermine passenger confidence**, particularly among women and girls, disabled people, young people and other vulnerable groups who may feel unsafe - especially at night.
- Managing incidents can be challenging, but **transport staff play a vital role in providing support and reassurance to passengers.** Strengthening their confidence and capability in handling behaviours that affect safer travel, and keeping our staff safe, are essential. This means raising awareness, improving training, and equipping staff with the right tools, and real-time support, to help them respond to incidents effectively and safely.
- A coordinated, data/intelligence-led approach is essential, using our **unique insights and technology to anticipate risks and improve safety and security measures.**
- Not all communities experience transport safety equally, requiring a **more inclusive, accessible, and community-centred approach.**
- **Collaboration between agencies and communities is key** to ensuring a joined-up, effective response to safety concerns.

By tackling these issues head-on, the TravelSafe Partnership is working to create a safer, fairer, and more accessible transport system, one where every passenger, regardless of background or circumstance, can travel with confidence.





How the TravelSafe Partnership works

By working proactively and collaboratively, our focus is not only to protect people and keep them safe, but also to address long-term problems and work with partners to build sustainable solutions.

We focus on four core principles to make travel safer:



Partnership

Bringing together Transport for Greater Manchester, transport operators, Greater Manchester Police, British Transport Police, Greater Manchester Fire and Rescue Service local authorities, and communities to tackle problems collaboratively.



Prevention

Using intelligence, targeted patrols, and education to prevent problems happening in the first place.



Protection

Increasing visibility and reassurance, responding swiftly to incidents, and making sure passengers and staff feel protected.



Pursue

Targeting offenders who pose the greatest harm, using intelligence-led enforcement to disrupt repeat, high-impact, and organised crime.

How we turn principles into action

These principles help guide everything we do, ensuring we take consistent, effective action to improve safety across the network.



Partnership in Action

Every agency, one plan.
No silos.

- Working alongside Greater Manchester Police, British Transport Police, TfGM, Metrolink, bus and rail operators, and Local Authorities to deliver joint safety initiatives.
- Developing and integrating data-driven solutions, such as TravelSafe LiveChat and live incident tracking, to enhance safety measures.
- Sharing intelligence and best practice to stay ahead of travel, crime, and antisocial behaviour (ASB) trends.
- Engaging with communities, advocacy groups, and vulnerable-passenger networks to ensure safety measures are inclusive and responsive to needs and concerns.
- Strengthening efforts to tackle abuse and hate crime, making it clear that such behaviour will not be tolerated on our transport network.



Prevention in Action

Stop ASB before it starts – youth programmes, education, engagement.

- Deploying targeted patrols to reduce hotspot incidents and deter offenders.
- Using AI, real-time data, insights, and predictive analytics to prevent emerging safety issues before they escalate.
- Harnessing smart technology, including improved CCTV, body-worn cameras, and digital reporting tools to enhance detection and response.
- Educating passengers, communities and transport staff on ethical travel behaviours, bystander intervention, and responsible public transport use.
- Creating a hostile environment for gender-based abuse, hate crimes, and harassment, ensuring perpetrators are identified and held accountable.



Protection in Action

Visible, trusted staff on every journey.

- Increasing the visibility of police officers, PCSOs, frontline TravelSafe Support and Enforcement Officers (TSEOs) and TravelSafe Officers (TSO's) and specialist commissioned youth services in key locations, particularly at high-risk times and locations.
- Responding swiftly to incident reports and taking decisive action to restore confidence.
- Leveraging communication campaigns, real-time updates, and transparent reporting to keep the public informed about safety improvements and shift negative perceptions.
- Encouraging a culture where passengers feel empowered to report concerns, knowing that their safety matters and action will be taken.
- Delivering specialised training to upskill transport staff and frontline officers, ensuring victims of harassment, abuse, or crime receive the right support.



Pursue in Action

Target offenders relentlessly, from knife arches to data-led patrols.

- Identifying repeat offenders and high-harm individuals through data analysis, live intelligence feeds, and offender mapping across the transport network.
- Collaborating with partners to coordinate enforcement activity targeting organised crime, serious violence, and persistent ASB perpetrators.
- Supporting hotspot policing operations and high-visibility crackdowns that disrupt criminal networks and restore community confidence in high-risk areas.
- Strengthening use of enforcement powers, byelaws, and legal tools to pursue offenders who undermine passenger safety — from fare evaders to those involved in county lines activity.
- Integrating transport crime trends into cross-agency tasking processes to ensure rapid, intelligence-led interventions that reduce repeat incidents.
- Sharing impact data and outcomes publicly to show offenders are being held accountable — reinforcing a zero-tolerance message on crime and serious antisocial behaviour.

What makes Greater Manchester special?

1.

Integrated leadership

TravelSafe is jointly led by a Safer Transport Command comprised of dedicated staff from Transport for Greater Manchester and Greater Manchester Police.

2.

A dedicated multi-agency approach

We bring together police, transport operators, local authorities and charitable organisations to ensure joined-up action.

3.

Data-driven decision-making

We use intelligence, real-time reports, and passenger insights to tackle issues effectively.

4.

A visible presence where it matters

Our teams, across all partners, patrol high-risk areas, deterring crime and increasing public confidence.

5.

Engaging with communities

We listen to passengers, transport workers, and local communities to shape an approach that meets their needs.

We don't just monitor and respond – we lead the way in shaping a transport system that feels safer for everyone.



Our vision: Where we're heading



Trusted Travel

A Greater Manchester where everyone can travel safely and with confidence. A transport network that people trust, where passengers, staff, and communities feel safe, respected, and connected to the places that matter to them.

Our goal is simple: **safer journeys, stronger communities, and a transport system everyone can trust**.

Our mission: What we do every day

Safer Journeys in Action

The TravelSafe Partnership exists to make public transport safer for everyone. We work together to prevent crime, tackle antisocial behaviour, and build public confidence.

Guided by our principles of Partnership, Protection, Prevention, and Pursuit, we take action where it's needed, support our staff, and engage with communities to make every journey feel safe and welcoming.

Our strategic aims

To create lasting change, we are focused on five key aims over the next four years:

1.

Improving perceptions of safety across the network by communicating TravelSafe's vision, mission, principles and progress

Enhancing public awareness of who the TSP is and what it does will help us address misconceptions about transport safety and to improve public confidence.

Our messaging will be clear, consistent and accessible, delivering the 'safer travel in GM' message across all channels. We'll engage with schools, colleges and community groups, leisure venues and workplaces to raise awareness and promote safer travel behaviours. We'll run targeted and, where possible, localised safer travel campaigns to highlight initiatives, prevention tactics, and enforcement efforts.

The increased visibility of police officers, PCSOs, frontline security teams, transport staff and partners in key locations will strengthen passenger reassurance and confidence. This will sit alongside transparent reporting on crime reduction, response times, and safety improvements. By building public engagement and feedback loops as well as sharing passenger stories and perspectives, we'll ensure passengers feel heard and supported.

2.

Implementing effective tactics to address antisocial behaviour

Increased intelligence-led patrols in high-risk areas will identify and deter perpetrators of crime and antisocial behaviour. We'll also enhance incident reporting tools to improve response times and increase real-time reporting from passengers and staff through the TravelSafe LiveChat system, which will be widely advertised. Our approach will be to use data analytics and technology such as CCTV, AI-based monitoring, and digital real-time reporting to predict and prevent emerging issues. We'll improve our effectiveness by scaling our diversionary activities and restorative interventions for young people at risk of engaging in antisocial behaviour.

3.

Promoting ethical and sustainable travel behaviours

Education and enforcement activity will encourage more responsible travel behaviours and improve passenger confidence in reporting concerns easily and anonymously. We'll support active bystander interventions and empower passengers and staff to take action against harassment and hate crimes. By partnering with charities, schools and youth groups, we'll educate young people on their role in making public transport safer and more welcoming.



4.

Creating safer environments for vulnerable groups

We'll ensure safety measures are inclusive and accessible for all passengers, particularly women and girls, and vulnerable or marginalised groups. We'll create a hostile environment for gender-based violence, hate crime, and harassment across the network. This will include training to help transport workers recognise and respond appropriately to vulnerable passengers and will be trauma-informed. We'll ensure there are safe spaces and interventions for those at greater risk, including night-time transport users.



5.

Strengthening multi-agency collaboration and resource allocation

Aligning our efforts across transport operators, law enforcement, local authorities, and third-sector partners will mean we can develop systems to enable real-time data-sharing and improve safety responses. Taking a joined-up approach to education, community engagement, campaigning and training initiatives will help ensure all partners, including frontline staff, have the tools and knowledge to keep passengers safe across all modes of transport. We'll review and refine our cross-partner safety strategies regularly to ensure effective resource allocation to have a lasting impact and embed safety into the future growth of Greater Manchester's transport network.



Measuring success

We are committed to transparency, accountability, and continuous improvement, ensuring Greater Manchester's transport system becomes safer, year after year.

Our impact will be tracked through:



Crime and antisocial behaviour rates
Measured by police and transport data



Increased passenger confidence
Monitored through customer surveys and feedback



Faster response times
Evaluating how quickly incidents are addressed



Community engagement impact
Assessing education and outreach KPIs and outcomes



Technology-driven improvements
Reviewing data on intervention effectiveness

Our Key Performance Indicators – What success looks like

Our Key Performance Indicators

Increase in Passenger Perceptions of Safety	% of passengers feeling safe
	% positive and neutral sentiment on media and social media
	% awareness of the TSP brand awareness
	LiveChat use, # of sessions and resolution rate
Reduction in the rate of incidents	Rate of incidents (per million passenger journeys)
	% patrol hours (police, TSEO, TSO) in hotspot locations
	% positive stop/searches
	% young people engaged through outreach
	# arrests, CBOs secured
Increase in ethical and sustainable travel behaviours	# participants in educational programme
	% willing to report/intervene
	Fare evasion rate
	Campaign engagement rate
	% GM hire bikes stolen and damaged
Safer travel for vulnerable groups	% "feel safe" by group
	Reports of harassment and hate crime
	% partners White Ribbon accredited
	# sites with infrastructure safety audits completed
	# joint operations per month



TRAVELSAFE

GREATER MANCHESTER POLICE