

**GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY**  
**REPORT FOR RESOLUTION**

**COMMITTEE:** GMITA Bus Network and GMPTE Services  
**DATE:** 7<sup>th</sup> August 2009  
**SUBJECT:** Safety and Security – Bus Stations and Services  
**REPORT OF:** Interim Bus & Rail Director, GMPTE

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**PURPOSE OF REPORT**

To seek agreement from members to endorse the extension of the Carlisle Security Patrol & Response contract pending the outcomes of the ongoing ITA Safety & Security Review, and update the GMITA Bus Network and GMPTE Services committee of the safety and security options deployed on bus services and bus stations

**RECOMMENDATIONS**

Members are asked to

- 1) note the contents of the report;
- 2) endorse a 6 month extension to the Carlisle Security Patrol & Response contract, pending the outcome of the ITA ongoing review of Safety & Security;
- 3) agree to receive further reports in respect of the other initiatives contained within the report i.e. CCTV and Bus Watch Specials.

**BACKGROUND DOCUMENTS**

Report to Transport Network Committee – 12 December 2007  
Report to Policy Committee – 5 September 2008  
Report to Transport Network Committee – 7 November 2008

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## **1. Background**

- 1.1. GMPTe is committed to improving the safety of passengers on both bus services and bus stations, and to this end uses a number of initiatives to create a safe environment and improve passenger perceptions of safety when travelling on public transport. Members are being asked to endorse a short term contract extension for the Patrol & Response initiative and note the other safety and security activities deployed on the network
- 1.2. The longer-term future of these initiatives needs to be considered as part of a more comprehensive and integrated approach to tackling anti-social behaviour on and around public transport. The ongoing member review of Safety & Security will assist in directing this process.
- 1.3. However, the current Patrol & Response contract expires on 11<sup>th</sup> September 2009 and this report seeks Members' endorsement to a 6 month extension of the current arrangements pending recommendations on safety & security measures from the review.

## **2 Patrol and Response Units**

- 2.1 The Patrol and Response units form part of GMPTe's overall safety and security strategy. Four officers with two liveried response vehicles provide a security presence on both bus services and bus stations as directed by a Tasking and Coordinating Group (TCG) who, based on intelligence, lend support to bus operator and GMPTe staff in areas where the threat of vandalism or anti-social behaviour is at its highest.
- 2.2 The primary objectives of the scheme are to:
  - a) reduce levels of crime and disorder in hotspot areas for bus stations and services;
  - b) provide support to frontline staff (bus operator and bus station staff) and improve their perception of personal safety and security.
- 2.3 The unit has dedicated over 5,000 hours to protecting bus stations and 4,000 hours to protecting bus services throughout Greater Manchester since the scheme began in 2006, attending over 900 incidents of crime and anti-social behaviour on the network. In total the units have detained over 60 individuals until the police arrived and attended 15 serious incidents including arson and a potential suicide on a bus station. The units have ejected over 60 individuals for poor behaviour or fare evasion.
- 2.4 The current ITA Review of Safety and Security of Public Transport will recommend whether the Response Units are an appropriate resource for the future. If the resource is deemed appropriate then the whole service will be retendered on a revised specification reflecting any issues highlighted by the review. This will be done in consultation with the bus operators in their role as major contributors to the scheme.

- 2.5 Pending the outcome of the review, it is proposed to extend the existing contract for a further six months. The cost of doing this from September 2009 would be £94,109 for both units. Bus operators have been asked to provide 80% of the bus services cost (£37,644), and the renewal of the bus element is subject to their continued support. The cost to GMPTE would be £56,466.

### **3 Other Initiatives**

- 3.3 Bus Watch Specials: The Bus Watch Specials features as Priority 2 in the 2009-2010 CROPT Action Plan and since September 2007, GMPTE, GM Police, First and Stagecoach bus have been working together to create a team of part-time Special Constables dedicated to reducing crime and anti-social behaviour on bus routes and bus stations..
- 3.4 Recruited from the ranks of First, Stagecoach bus and GMPTE, there are currently six candidates undergoing training within the County's Police Traffic Unit. Once qualified, these individuals will have the same powers as regular officers whilst in uniform. All operations will be intelligence led, focusing and be co-ordinated with the existing tasking process for the bus station and bus service Patrol and Response Teams.
- 3.5 It has been agreed by the CROPT Strategic Steering Group that a minimum period of three years will be required to properly assess the effectiveness of the Bus Watch Specials scheme. The total cost of the initiative (divided equally between First, Stagecoach and GMPTE) is estimated to be as follows: £90,000 (2008/09), £90,000 (Year 2) and £120,000 (Year 3). The GMPTE contribution will come from the Crime Reduction Team budget.
- 3.6 CCTV: All of GMPTE's grade 1 bus stations and the majority of the grade 2 stations have a CCTV system, most of which have a link to the relevant local authority for out of hours monitoring.
- 3.7 A number of the CCTV systems are in need of replacement. A new system is being installed at Altrincham Interchange, and provision has been made within the current budget to upgrade the systems at Leigh, Wigan and Bury during 2009/10.
- 3.8 CCTV plays a vital role in controlling anti-social behaviour on bus stations. Images are used to identify individuals who cause persistent problems for both GMPTE and other partner agencies such as the Police and Local Authorities. Good quality systems are also used to provide pictures, which can be used as evidence in criminal proceedings.

## **4 Conclusions**

- 4.1 Each of these initiatives fall under the remit of the Safety & Security Review. Outcomes from the review may recommend changes to the initiatives noted above. However as the date for proposed conclusions from the review has not been finalised, a risk has been identified that the Patrol & Response contract may expire during this interim period.
- 4.2 To ensure that there continues to be a security presence on the network during this period GMPTE is seeking endorsement from members for a 6 month extension to the Carlisle Security Patrol & response contract.

## **5 Recommendations**

See front sheet for recommendations

**Michael Renshaw**  
**Interim Bus and Rail Director**