

**Working Group summary notes and actions**

**Group**: Transport Out and about Location: Online

**Date:** March17, 2025 **Time**: 1:00 -2:30pm

Attendees: Colin Bayley, Paul Sherlock, Erica Woods, Liz Jones (Macc ), Sandra Bellamy ( Macc), Jess Hawthorne, Adam (TfGM), Richard Umpley, Alison Rofe, Jacquie & John Hadfield, Don Berry, Jamil Abdulkader, Sian Richards, Bola Olayem, Lola Monroe, Janet Armstrong

Apologies: Elaine Unegbu

**Topic and presenters**: Bee Network contactless Tap & Go – Adam TfGM

Liz Jones, Macc – Update on Our Pass Campaign

Using the bus pass / Renewal

**Key points from presentation**:

* As of March 23rd 2025 contactless tap and go would be introduced on the buses and the Tram /Metrolink. When you get on the bus you just have to Tap on there is no need to tap off like on the Tram -system will calculate the fare and charge the customer at the end of the day. Need to ensure you only use one payment card throughout travel so that it can be calculated. When you travel on the tram you will have to tap on and off again as is currently the case.
* Fares charged will be the equivalent of a cost of an adult ticket so a single bus fare would be £2, daily cap £5 and weekly fare £20. Metrolink and buses will be integrated within calculation and fee charge will be based on current zones.
* There will be no change to the acceptance of concessionary passes and no change to criteria. If it was free to travel before it will remain so. Contactless tap & go will go live from March 23rd 2025
* For customer support tap & Go information leaflets have been distributed across GM there are also handouts which are available at key locations throughout the network. Emails have been sent to concessionary pass holders and Bee Network App users - some engagement has been done with schools and through local Authorities.
* New signage is available on the buses to help passengers these have been placed on the driver cab doors and the screens. There will also be Bee Network staff in surrounding areas if passengers need any information.
* Further information about the Contactless Tap & Go can be found on the Bee Network Website <https://tfgm.com/ways-to-pay/contactless>
* Reminder to be mindful not to have your debit card and you concessionary pass together or the machine will potentially read the debit card rather than the pass and you might be accidentally charged.

**Key Discussion points, suggestions & Questions asked**

* Clarifying question asked giving an example of a journey and when to tap in and out – Important to tap in and out when using the tram and to tap in when using the bus. If using more than 1 bus or crossing from one mode of transport to another you need to tap in every time you change (and out if using the tram)
* How are costs calculated if using buses: If you are completing a journey using more than 1 bus – this will calculate as the equivalent of a single £2 far if you travel within 1 hr.
* Are you moving toward a cashless economy on the buses? NO for accessibility reason we always need to accept cash, Tap & Go is just another option for people who pay on their bank card. TFGM committed to continuing to use cash.
* Jess – for people with an older person’s travel pass, the key things is to keep using your concessionary card to tap in and out.
* How is the charge for daily and weekly travel calculated, is someone charged at the end of the week? – the way it works is that the system takes a holding fee when you tap on. **Adam to provide clarification on when payments will be taken for daily and weekly usage.**
* When you buy a day-rider you have a ticket, it has a code to scan. If inspectors request your ticket how do you prove you have paid when you Tap & Go? – the inspectors have a card reader that shows them that you have a transaction with TfGM for that day.
* Don raised the Question about how secure a person’s bank card is now that this technology exists – could it be used for the wrong reasons?

**GM Older People’s Travel Pass and Our Pass Campaign**

Liz gave a brief update about the older person’s travel pass campaign Liz gave a brief update about the older person’s travel pass campaign. She outlined the aims and objectives, the first of which was to ensure that the pledge made in the Mayor’s manifesto was on the political agenda, Andy Burnham pledge that he would ask the group as a network to work with TfGM to look at how the concessionary pass could be turned into an older person’s Our Pass so that pass will also give access to Various Leisure and cultural opportunities across GM for free or reduced cost.

Aim of the campaign

1. Get it on the Political agenda ( which it already is )
2. Get it on the agenda of Older People in GM
3. Make sure that it is implemented this year and when it is the perks and benefits that were offered are actually things that older people will value and engage with
4. Making sure that the perks and benefits are tied to the sorts of activities that they promote healthy Ageing.

First campaign meeting will be Monday March 31st at the St Thomas centre 2:00 – 3:30pm

Campaign may also provide an opportunity to improve and make improvement to the existing system of application and renewal.

Group responded to the following questions:

**What is your experience at the moment of the travel Pass?**

**How do you find the process of applying and renewing?**

**What are your Ideas for improvement?**

* People need to know the information about how to renew
* Jacquie - got the tram pass at the same time as the general bus pass - took only 10 minutes at Hyde to get the pass authorised. Found the process very easy.
* Merseyside - have the travel pass at the age of 60 and don't have to pay any extra, could this be the same in GM?
* renewing at paypoints has proved problematic according to people’s experiences – Jamil, tried two places locally and were not able to do it.
* Liz asked if anyone was renewing their pass, if they could try paypoints and see if they have the same experience.

**AOB** – People are still struggling to know how best to share their experiences of local transport issues.

Detailed consultations on local areas are coming later in the year. We will share details once the schedule is confirmed. In the meantime, the best way to share feedback of local issues is through the contact centre:
**Contact centre details:
Email:** hello@beenetwork.com
**Telephone:** 0161 244 1000
Or follow this link to make an enquiry online: [Enquiries | Bee Network | Powered by TfGM](https://tfgm.com/help-and-contact-us/enquiries)

You can also include details through completing the survey below@

Network reviews survey link to share feedback about specific bus routes: [Greater Manchester Network Reviews Engagement Survey - Greater Manchester Combined Authority - Citizen Space](https://www.gmconsult.org/transport/c8dc97b7/)

 The link below has more information on the Travel pass:

<https://tfgm.com/tickets-and-passes/discounted-and-free-travel/travel-pass-for-older-people/add-tram-and-train?utm_source=redirect&utm_medium=referral&utm_campaign=add_tram_and_train>

**Actions/ Next Steps**

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| Action | Who | When |
| Investigate what the process would be for using the concessionary pass before 09:30 now that Tap & Go is in place | TFGM | Adam |
| Investigate the calculation of the day & weekly fare & get back to the group | TFGM | Adam |
| Share details of how to get involved with Our Pass Campaign | Liz | March |
| Share details of review of transport plan with wider membership through newsletter | Liz and Sandra | April/May |
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**Date for Next meeting:**

May 19th 1 - 2:30, In Person @TfGM Office

**Possible Topics for Next meeting:**