**TfGM SUMMER IMPROVEMENT WORKS AND METROLINK TIMETABLE CHANGE TOOLKIT**

**Overview**

The ongoing maintenance of GM’s roads and public transport infrastructure is critical to ensure its continued safe and efficient operation and to maintain public confidence in the reliability of services.

Various projects have taken place across the transport network since lockdown to ensure those making essential journeys could continue to do so in a safe manner, this has included new active travel measures and maintenance of existing networks.

Further investment in essential planned maintenance in our highways and public transport network is scheduled to take place across the Metrolink network, the heavy rail network (Victoria) and in the regional centre over the summer. The works have been planned in conjunction with industry partners to happen when traditionally fewer people travel.

Additionally, a Metrolink timetable change will take place on 5 July that will provide a service boost for customers, with the introduction of more frequent off-peak trams to cope with increasing demand. Trams will run at least every 12 minutes across the network all day, representing a significant enhancement to the current 20-minute off-peak frequency – a number of the busiest lines will also be reverting to a six-minute peak time service pattern.

Your help in letting employers, workers, residents, and visitors know about these changes would be most welcome, and some social media messaging is below (supporting images sent separately). Please feel free to localise and tailor the content below to suit any appropriate channels you may have to share messaging, and many thanks again for your continued support.

Please also consider sharing content from TfGM social media accounts:

**Twitter:** [@OfficialTfGM](https://twitter.com/OfficialTfGM)

**Facebook:** [facebook.com/OfficialTfGM](https://www.facebook.com/OfficialTfGM)

**Instagram:** [@OfficialTfGM](https://www.instagram.com/officialtfgm/)

**Metrolink Twitter:** [@MCRMetrolink](https://twitter.com/MCRMetrolink)

**SOCIAL MEDIA CONTENT**

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| **Channel** | **Message** | **NOTE** |
| Twitter | Work to maintain & improve the region’s roads and public transport networks is taking place over the summer. For help planning your journey visit @OfficialTfGM’s travel pages  👉 <https://tfgm.com/metrolink-improvement-works> |  |
| Twitter | Improvement works on local roads, train & tram services are taking place in July and August.  ✔️ Plan ahead & check services  ✔️ Travel at quieter times  ✔️ Follow safe travel guidance  More information from @OfficialTfGM  👉 <https://tfgm.com/metrolink-improvement-works> |  |
| Twitter | Heading out to meet friends or family this summer? Don’t let planned improvement works slow you down!  Whether you’re using local roads 🚗, train 🚄 or tram 🚋 services, plan ahead and check before you travel.  👉 <https://tfgm.com/metrolink-improvement-works> | **For use after 19 July – assuming move to Step 4** |
| Twitter | ⚠️ Our colleagues @OfficialTfGM are working to keep you on the move while essential improvement works take place on our local roads 🚗, train 🚄 & tram 🚋 services throughout July & August.  Plan your journey in advance 👉 <https://tfgm.com/metrolink-improvement-works> |  |
| Facebook | ⚠️ PLANNED IMPROVEMENT WORKS THIS SUMMER ⚠️  The ensure the continued safe and efficient running of our roads and public transport networks, essential improvement works are taking place throughout July and August.  They have been planned and timed to limit any disruption to your journey – and our colleagues @OfficialTfGM are working with operators and other partners to keep you on the move.  For everything you need to know and help planning your journey 👉 <https://tfgm.com/metrolink-improvement-works> |  |
| Twitter | Whether you use Metrolink all the time or every now and again, from 5 July trams will run at least every 12 minutes across the network, instead of every 20!  More frequent trams = extra capacity 😊  To find out more or to plan your journey, visit: <https://tfgm.com/metrolink-timetable-change> |  |
| Facebook | 🚨 CALLING ALL @MCRMETROLINK USERS 🚨  From 5 July more frequent off-peak trams will be in place to cope with increasing demand.  That means a tram at least every 12 minutes all day across the network.  In a further boost, and to increase capacity in the areas where it is most needed, a six-minute service will operate on the busiest lines at the busiest times – and later running trams will once again be in place across the weekend.  Find our more 👉 <https://tfgm.com/metrolink-improvement-works> |  |
| Twitter | Did you know that @MCRMetrolink is now running a more frequency off-peak service all day across the network?  Whether you use the tram to get to work, the shops or visit one of our many great bars, restaurants or visitor attractions, that’s great news!  More info 👉 <https://tfgm.com/metrolink-timetable-change> | **Use after 5 July** |
| Twitter | Whether you use Metrolink all the time or every now and again, trams are now running more frequently across the network to cope with increasing demand.  To find out more or to plan your journey, visit: <https://tfgm.com/metrolink-timetable-change> | **Use after 5 July** |
| Facebook | Whether you catch the tram all the time or just every now and again, did you know @MCRMetrolink is now running a more frequent service across the network all day?  In a further boost, and to increase capacity in the areas where it is most needed, a six-minute service is now also operating on the busiest lines at the busiest times – and trams are running later at the weekends.  So whether you use the tram for work, shopping or socialising, that’s great news!  👍 🚋 😊  Find our more 👉 <https://tfgm.com/metrolink-timetable-change> | **Use after 5 July** |
| Twitter | Did you know that @MCRMetrolink is now running a more frequency off-peak service all day across the network?  Whether you use the tram to get to work, the shops or visit one of our many great bars, restaurants or visitor attractions, that’s great news!  More info 👉 <https://tfgm.com/metrolink-timetable-change> | **For use after 19 July – assuming move to Step 4** |