

## Enterprise and Business Committee

---

Meeting Venue:  
**Committee Room 3 – Senedd**

---

Meeting date:  
**5 December 2012**

---

Meeting time:  
**09:15**

---

Cynulliad  
Cenedlaethol  
Cymru

National  
Assembly for  
Wales



For further information please contact:

**Siân Phipps**  
Committee Clerk  
029 2089 8582  
[enterprise.committee@wales.gov.uk](mailto:enterprise.committee@wales.gov.uk)

---

### Agenda

---

**Pre-meeting (09:15 – 09:30)**

**1. Introductions, apologies and substitutions**

**2. Inquiry into Integrated Public Transport – Evidence session (9.30 – 10.30)** (Pages 1 – 4)

**Community Transport Association Wales**

Betsan Caldwell, Co-Director for Wales

**3. Inquiry into Integrated Public Transport – Evidence session (10.30 – 11.30)** (Pages 5 – 21)

**Confederation of Passenger Transport**

John Pockett, Director Government Relations

**Lloyds Coaches**

Richard Lloyd Jones, General Manager

**First Group**

Justin Davies, Regional Managing Director

**Debrief in private (11:30 - 11:45)**



Cymdeithas  
Cludiant  
Cymunedol  
Community  
Transport  
Association

## The National Assembly for Wales' Enterprise & Business Committee Inquiry into Integrated Public Transport

### A RESPONSE BY CTA WALES

#### 1 Background to CTA Wales

The Community Transport Association is a UK wide charity, operating a country structure, providing leadership learning and support to member organisations who deliver innovative and flexible transport solutions to achieve social change in their communities. The CTA represents the voice of the sector to governments and other major stakeholders, highlighting the importance of community transport (CT) for vulnerable individuals and isolated communities, the contribution which CT can make both locally and nationally, and the issues which need to be tackled if the sector's potential is to be realised. The CTA promotes excellence through a range of services and support, including training, publications, advice, events and development support for voluntary and community transport providers.

In Wales, we work to support our members through our offices in Clydach and Rhyl. The Welsh Government has provided funding via its Integrated Transport Unit to the CTA for several years as "the voice of community transport" in Wales, to enable us to deliver support and development services to new and existing CT organisations across the country, and to serve as strategic advocate and promoter of the sector.

CT is safe, accessible, cost-effective, flexible transport run by the community for the community. It exists to meet the travel and social needs of people to whom these would otherwise be denied, because of age, disability, location or income, or a combination of these factors.

#### 2 Questions

##### 2.1 *How well is Welsh public transport integrated, particularly bus, rail and community transport services, and what factors limit integration?*

2.1.1 CTA Wales considers that there is currently a limited amount of integration in public transport in Wales, which needs to be addressed. We firmly believe that an accessible, integrated and sustainable transport system, which includes community transport (CT) as a valid part of the transport mix, will support economic, social and environmental sustainability. It will also underpin social inclusion and equality for the most vulnerable in our communities.

2.1.2 There are some examples of integrated transport services involving CT in Wales, not all of which receive public funding. However, they are localised examples generally, and we would like to see many more being developed. Making public transport in Wales into a truly integrated system which includes CT, would bring about benefits for all citizens – "the whole is greater than the sum of the parts".

2.1.3 We acknowledge that integration at delivery level is difficult, however well-intentioned policy making may be, due to commercial timetable influences, funding constraints, contract tendering and length, and often a lack of willingness by commissioners to consider an alternative transport mix, including CT. There are opportunities to address gaps in the transport network and poor access to some key settlements due to market failure of conventional modes of public transport, through better and targeted use of CT services within a mixed economy of provision. We believe transport tenders should have some weighting in favour of local transport operators with a proven record of community engagement, ability to meet the transport needs of our most disadvantaged citizens and a commitment to ensuring “access for all”. There should also be a requirement to demonstrate added value, health and social impact and equity of service within a tender, rather than just focusing on the costs of delivery. However, this may prove even more difficult as further reductions in bus funding are announced in future. We would also note that many traditional CT operators have the ability to lever in funding from sources not available to the statutory or commercial sector.

2.1.4 We consider that there are several factors limiting integration in terms of the CT sector, including:

- With a few exceptions, service users unable to use their concessionary pass on CT (ref.2.3.1 below).
- There are no known examples of through ticketing applicable to traditional CT schemes in Wales.
- CT uses smaller vehicles, which leads to capacity restraints.
- Inconsistency and short-termism of funding (ref.2.2.2 below)
- An increasing number of passengers using CT services require bespoke door-to-door (and sometimes room-to-room) assistance, which causes difficulty with any onward travel (ref.2.3.3 below)
- Information provision (ref.2.3.2 below)
- Lack of reference or involvement of public and community transport services in determining the location or service design of new or alternate public services (ref.2.2.1 below)

2.2 *How successful are legal, policy and administrative/delivery arrangements in Wales in supporting effective, integrated public transport services that meet the needs of Welsh travellers?*

2.2.1 The CTA supports the need to strengthen the role of transport planning in policy development and planning, involving public and community transport organisations. In addition to modeling journey time based on car ownership and the availability of public transport services, travel impact analyses also need to consider accessibility for people who do not have cars or find it difficult to use conventional public transport services due to age, disability/mobility, location or income. This will be particularly important in policy areas and for services which are disproportionately accessed by elderly and disabled people (e.g. health and social care services)

2.2.2 We would also like to see the provision of longer term (minimum three years) funding for bus and community transport services to enable better forward planning and investment scheduling by operators. Currently, funding is allocated on a year on year basis, with announcements sometimes made well into the financial year. Budget reductions which focus

on marginal transport services impact on key links between settlements, with particular impact on rural communities.

2.2.3 We are concerned that interpretation of national policy, if devolved to a regional level, may result in inequitable access and integration across Wales. CTA Wales would like to see an all-Wales CT strategy being developed, with minimum levels of CT services and delivery standards agreed in a phased timeframe, to ensure that all those who are socially excluded and isolated can have equitable access to services. The Wales strategy could then inform the Regional Bus and Community Transport Network Strategies, which are proposed in the Welsh Government Bus Funding review.

2.3 *What steps can be taken to improve public transport integration in Wales?*

CTA Wales considers some of the steps to improve public transport integration, including CT, are:

2.3.1 *Mainstreaming concessionary fares use on CT:* we note that the 'Programme for Government' states " We are committed to retaining free bus travel for pensioners, disabled people and their carers." However, many elderly and severely disabled people cannot use their free bus pass on conventional public transport and can only use it on CT if:

- they live in Pembrokeshire (which benefits from a historical arrangement which preceded the All Wales scheme);
- if there is currently a Community Transport Concessionary Fares Initiative (CTCFI) participating scheme nearby which has provided over 1.3m passenger journeys since 2005-6;
- the CT service operates less flexible local bus services on a not-for profit basis (section 22).

We are concerned that vulnerable people will be disadvantaged should the scheme be ended, and would like to see concessionary travel extended to all CT services, but on the same basis as the current all-Wales concessionary fares scheme i.e. on a separate fares basis, rather than the core funding model applied in some of the existing CTCFI pilot models.

2.3.2 *Better travel information:* providing regularly updated and easily accessible information in different formats about journeys and accessibility of vehicles is vital to enable people to use different forms of transport confidently and efficiently. Furthermore, while elderly and disabled people are often aware of the services which are available in their local area, a lack of information about, and assistance to make, onward connections at their destination hub or station can undermine confidence and act as a deterrent to travel.

We would note that CTA Wales has worked with Traveline Cymru over the last few years to develop our CT page of accessible transport providers on their website at [www.traveline-cymru.info/community-transport](http://www.traveline-cymru.info/community-transport) which now also includes demand responsive services. However, this page is a stand-alone page on the Traveline website, and does not appear on a journey search. The only CT services which show up on a generic Traveline search are fully scheduled, registered services. Fully flexible demand responsive registered section 22 or Dial-a-Ride services are not displayed despite their increasing prevalence. It would be useful to include this function on a live search as a next step.

2.3.3 *Ensuring accessibility at all stages of a journey and between all modes of transport:* Accessibility is very patchy, and there may even be differences between a north and south-bound platform within the same station, for instance. In other areas, people with disabilities

may need to exit a train at an earlier station than their final destination and transfer to an adapted taxi or a local CT operator to ensure that they reach their journey end. Whilst accessibility is generally being tackled for buses and trains, with improvement schemes scheduled, there is also a need to highlight issues in terms of lack of accessible vehicles amongst taxi and private hire operators in some areas, which will be the weak link for many elderly and disabled people to get from their home to a public transport hub. Supported travel is required by many traditional CT users and this would need to be addressed.

- 2.3.4 *Ensuring accessible feeder services to transport hubs:* we feel there should be support for the development of CT services to provide feeder services to transport hubs, so that CT is seen as a valid part of integrated transport delivery. Elderly and disabled people who find it difficult to access conventional bus services may be able to make use of CT services (social car services or Dial-a-Ride services) to provide door-to-door access to/from railway or bus stations, but this depends on the availability of different types of CT services throughout Wales. For those who are able to use conventional bus services, the extent to which bus and train service timetables facilitate integration is patchy, particularly in rural areas. The CTA welcomes the National Transport Plan aim 'to improve the quality and integration of local bus services' and the emphasis given to the importance of community transport services in assisting those with specific mobility needs or who live in areas which cannot support conventional bus services.
- 2.3.5 *Integrating the impact of travel into wider decision making:* whilst schools and education transport is generally integrated, we believe that transport planning should be included across WG departments' work as well, particularly in relation to access to health and social services. Transport has increasingly risen up the agenda in the last few years, particularly for elderly and disabled people, young families on low income, those living in rural areas etc.
- 2.3.6 *Supporting innovative CT schemes:* we hope that the Welsh Government will not only support innovative CT schemes, but where these schemes are successful, promote them and share good practice, including lessons learned. All these schemes operate on a not-for-profit basis and subsidy levels once established are minimal. They include:
- Grass Routes CT in Monmouthshire which provides a peak time, demand responsive rail link to the Severn Tunnel junction;
  - Connect2 CT in Caerphilly which links with the Rhymney Valley line;
  - DANSA CT which serves the Swansea interchange;
  - Aberfan and Merthyr Vale CT which provides a service linking Pontsticill with Merthyr bus station.

### 3 Conclusion

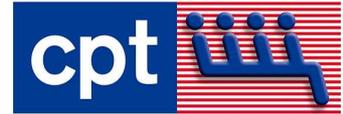
CTA Wales believes that there is limited integration in Welsh public transport generally, with potential for doing much more, particularly in relation to the integration of CT into the mix. CT can provide accessible, flexible, gap filling services (especially in rural areas), linking with bus and rail transport hubs as well as enabling those across Wales who have difficulty in using public transport because of factors noted above, to access services of all kinds using a range of different CT services.

Name: Betsan Caldwell

Organisation: The Community Transport Association (CTA Wales)

Telephone: 01792 844290

E-mail: [betsan@ctauk.org](mailto:betsan@ctauk.org)



Cyddfederasiwn Cludwyr Teithwyr Cymru  
Confederation of Passenger Transport Wales

The Confederation of Passenger Transport in Wales (CPT Cymru) is pleased to present its written submission to the Business & Enterprise Committee's inquiry into integrated transport in Wales. CPT Cymru is the professional trade association of the bus, coach and light rail industry in Wales, and is part of CPT UK. It has members all across Wales, and they include large multinational operators, municipally owned operators and small and medium sized independent companies. CPT Cymru members provide over two-thirds of all public transport journeys in Wales and they are significant employers and contributors to the economy of Wales.

CPT Cymru's governance comprises the Bus Commission Cymru and the Coach Commission Cymru, whose meetings are held across Wales and open to all CPT Cymru members. Members are regularly consulted on the activities of CPT Cymru, and they contribute to responses to consultations and discussions with the Welsh Government.

In order to assist the Committee and its staff, this submission has broadly followed the sections relevant to CPT Cymru in the questionnaire that was available on-line for public response.

- How well is Welsh public transport integrated, particularly in relation to bus, rail and community transport services, and what factors limit integration?

***Integration of public transport services in Wales is currently at odds between urban and rural areas. Urban areas such as Cardiff, Swansea and Newport enjoy some degree of successful integration, due to their proximity to main line/local rail services, coupled with the availability of larger bus operators able to service local areas. This is not necessarily true for more rural areas and is therefore difficult to quantify. Wales has a number of distinctive features, for example, a difficult terrain, absence of large cities, and a lack of employment opportunities in more rural areas, to name a few.***

***Factors which limit integration in rural areas include:***

- ***lack of good physical interchange facilities at rail stations with other forms of public transport;***
- ***lack of passenger information and communication between bus and rail operators where delays occur, thus leading to a lack of passenger assurance that a multi-stage journey will successfully link up;***
- ***service frequency and reliability in all modes, not just buses;***

- *transport economics - excellent integration usually conflicts with service efficiency because modes have to wait around for each other. Passengers making multi-modal journeys are almost always in the minority;*
- *partnership working between bus service providers and rail operators, where commercial bus operations are not viable and supported services are withdrawn due to budgetary constraints placed on local authorities;*
- *perceived passenger security at stations;*
- *journeys are door-to-door, whereas public transport is generally stop-to-stop;*
- *cost of the complete journey;*

*Whilst urban areas do, in fact, enjoy a better degree of integration between transport modes, it should be noted that these areas also suffer from the points raised above.*

- How successful are legal, policy and administrative/delivery arrangements in Wales in supporting effective, integrated public transport services that meet the needs of Welsh travellers?

*To date it is difficult to quantify this in respect of the Wales Transport Strategy – ‘Connecting Wales’ policy objectives, as ever more constraints are placed on funding for public transport and infrastructure. Whilst there have been some successful initiatives which fully support the needs of Welsh travellers, these have been achieved only within certain areas of Wales.*

- What steps can be taken to improve public transport integration in Wales?

*There are four main components which must be considered in order to improve public transport integration in Wales.*

1. *Information for passengers – before and during their journey.*
2. *Integrated multi-modal ticketing including modern purchase methods*
3. *Interchange infrastructure and facilities being prioritised throughout Wales; the facilities at interchanges should be consistent and appropriate for the population it serves.*
4. *The ability to provide timely connections between the differing modes of transport.*

*Good integration needs to ensure that the complete door-to-door journey is convenient, easy to use, safe, cost effective, frequent, and reliable, with journey times and changes kept to a minimum.*

- How can the integration of rail, bus and community transport services in Wales be supported and improved to meet the needs of communities and businesses in both rural and urban Wales?

***In order to support the integration of the differing modes, Welsh Government and local authorities must focus on bus priority measures in and around the interchanges themselves, and on main bus corridors connecting communities and businesses. By working to reduce travelling times between urban and rural areas, greater social inclusion and modal shift can be achieved.***

- How successful are Regional Transport Consortia in supporting the provision of effective, integrated public transport?

***The success of any of the four RTCs in Wales is dependent upon their ability to fund the provision of integrated services both within and between their respective areas.***

***The other problem with integration is the difference in funding levels between bus and rail, where frequently the considerably more highly subsidised rail service competes with the commercial bus service - in situations like this there is little drive to integrate.***

- How effectively does Welsh Government policy support public transport integration? In particular, the Welsh Government is considering the establishment of Joint Transport Authorities in Wales, and the feasibility of operating the Wales and Borders rail franchise on a not-for-dividend basis. Additionally, the Minister for Local Government and Communities has indicated that he is considering the use of quality partnerships and contracts in delivery of bus services. How far would these proposals improve integrated public transport provision in Wales?

***The first part of this question which deals with the Wales and Border Rail Franchise is outside the scope of bus operators' activities.***

***CPT is supportive of the use of voluntary quality partnerships in the delivery of bus services and sees such measures as a positive way forward. However, we do not support the introduction of quality contracts in Wales. The introduction by the minister of QCs in Wales will have a harmful impact upon both the level of services currently being provided and the introduction of new services due to their prescriptive nature, indeed CPT feels that the introduction of such measures will only serve to limit the ability of the Welsh Government to enhance integrated transport in Wales. Quality Contracts should only be introduced where all other avenues have been explored and exhausted.***

- What innovative approaches to delivery of public transport in Wales might be considered to improve integration?

***Many Welsh stations are part of PlusBus scheme which gives a rail ticket which is valid on the local bus network. Additionally Cardiff Bus have an arrangement with ATW for a Valleys rail ticket which is valid on all Cardiff Bus services. This commendable scheme would benefit from better promotion at stations throughout Wales.***

***The ideal scenario, however, is one form of ticket which is truly valid on all forms of transport; this is hopefully where things such as the GoCymru e-purse come in.***

***The key to integration is to make the movement from bus to rail and vice versa as easy as possible – but, using the capital city as an example, it is easier to hail a taxi than find the appropriate bus service.***

- How effectively do key stakeholders, particularly transport operators and public bodies, cooperate to ensure effective service delivery?

***Bus operators are on the whole keen to cooperate with public bodies in order to ensure effective service delivery: however, such cooperation is unfortunately not always possible due to the differing needs of the parties involved. Bus operators must ultimately retain the ability to manage and control their businesses without any undue influence being placed upon them. Where local authority contracts exist for the provision of services there must be more emphasis placed on quality rather than on cost alone. In order for truly effective cooperation clear lines of communication must be established and maintained.***

- What examples of good practice in public transport integration can be identified within Wales, more widely within the UK and internationally?

***The following examples are taken from the Journey Solutions report ‘Door-to-door’ and are used throughout the UK:***

- ***First Great Western ‘Train Times’ booklets include a three page chapter about getting to and from the Train station which gives details of bus, cycle and parking facilities.***
- ***South West Trains produce a leaflet promoting connecting services, such as Airport Links.***
- ***The Southeastern and First Capital Connect Network maps show the PLUSBUS icon beside all stations that are PLUSBUS interchanges.***
- ***First Bus timetables show the national rail symbol beside rail station timing points.***

- ***Traveline Cymru provides nation-wide public transport enquiry service for both bus and train travel, along with an sms text alert service for bus stops, and a journey planner facility.***

***Further examples can be found by following the link:***

***<http://www.journeysolutions.com/sites/default/files/documents/Door-to-door%20report%20June%202009%20Final.pdf>***

CPT Cymru would be very happy to provide further information on any of the responses above, and there is no objection to this submission being placed in the public domain.

**JOHN POCKETT**

Cyfarwyddwr Government Relations, CPT Cymru  
Director Government Relations, CPT Cymru

16 Tachwedd 2012 : 16 November 2012



† : 01654 702 165 uniongyrchol/direct  
† : 0787 535 7028 symudol/mobile  
† : 01654 702 100 ~ f : 01654 703 900 cyffredinol/general  
e : richardjones@lloydscoaches.com uniongyrchol/direct  
e : info@lloydscoaches.com cyffredinol/general  
w : www.lloydscoaches.com

Hen ddepo Crosville, Stryd Y Doll, Machynlleth. Powys. SY20 8BH  
Old Crosville Garage, Doll Street, Machynlleth. Powys. SY20 8BH  
V.A.T Registration Number : 779853686

Lloyds Coaches would like to take this opportunity to thank the Enterprise and Business Committee of the National Assembly for Wales for the opportunity to submit a response to its inquiry into the future of integrated transport in Wales.

Lloyds Coaches is therefore please to submit the following response.

If I can be of any further assistance to you in the interim please do not hesitate to contact me through the contact details displayed above.

### **How well is Welsh public transport integrated, particularly in relation to bus, rail and community transport services, and what factors limit integration?**

In rural Wales it is difficult to integrate the modes of transport mentioned due to the geographical terrain as well as influencing factors and pressures on the various modes including cost effective utilisation of resource (transport economics). In the bus industry this will include constraints to operational times of services governed by peak journey operations and the resources (vehicles and labour) available as well as ensuring strategic connections with other bus services operated as a part of a strategic bus network.

Sparse population in rural areas are reflected in frequency of services and investment levels in terms of operational costs giving rise to very tight profit margins.

Other obstacles include physical locations of railway stations in rural areas including lack of complimenting infrastructure and signage between modes at locations of sale and cross mode exchange of passengers.

Other issues may include the cost element of cross modal travel in places where schemes such as PlusBus or other similar ticketing are not available.

Other obstacles may include the lack of willingness by operators who are protective of their own operational territories, concerned by possible revenue abstraction especially in relation to commercially operated services/journey and are unable to see that joined up thinking in terms of co-ordination between modes may bring about higher revenue returns.

Other obstacles relate to lack of cross modal public transport information be it paper or web based with exception of Traveline Cymru that is.

Reliability and punctuality issues may also be a deciding factor amongst travellers which does not promote passenger confidence in connections. In rural areas this could result in passengers becoming stranded at remote locations for lengthy periods of time especially when considering low frequency routes.



At the moment due to financial budget constraints certain local authorities in Wales are only performing reactionary and functionality tasks within their remits as opposed to taking a proactive out of the box approach.

There also needs to be support from the public sector at various levels in improving the overall perception and attractiveness of public transport in comparison to the private car, which may include simple marketing techniques to improved infrastructure.

Better co-ordination is also required between community transport and bus and rail services in effective utilisation of resources thus reducing any duplicated journeys. This would include the design of strategically placed community transport hubs along bus/rail routes that would feed in and out of the main corridor services.

In line with this concept the need for real time bus/rail/community transport information at the strategic hubs is needed in ensuring that strategic connections are always made in ensuring customer trust and confidence in the cross modal journey, more so in remote and rural areas of Wales. This also included bus to bus services.

### **How successful are Regional Transport Consortia in supporting the provision of effective, integrated public transport?**

As stated in the previous answer, the public sector at the moment is reactive only as opposed to being proactive. Certain transport consortia's work extremely well. It is also vitally important that officers within consortia's have the necessary skill sets, drive and enthusiasm in the public transport industry itself.

It is not unheard of that due to local authority budget pressures and amalgamation of departments and functionalities officer recruitment to public transport departments has involved personnel who have been moved across or slotted in to transport functions having been trained and having a career interest in other backgrounds not including transport and as a result the required drive, passion and enthusiasm for industry success is not present.

Other issues relate to funding in ensuring that key tasks and aspirations have a chance of being met.

### **How effectively does Welsh Government policy support public transport integration? In particular, the Welsh Government is considering the establishment of Joint Transport Authorities in Wales, and the feasibility of operating the Wales and Borders rail franchise on a not-for-dividend basis. Additionally, the Minister for Local Government and Communities has indicated that he is considering the use of quality partnerships and contracts in delivery of bus services. How far would these proposals improve integrated public transport provision in Wales?**

The establishment of Joint Transport Authorities may possibly save on Wales National financial costs in saving duplication of personnel staff roles and functionalities within the 22 local authority transport departments that were created following the reorganisation of local authorities in Wales during 1996.



The vehicles utilised on the route in question, that being the X28 Coastliner also adorned a specially commissioned in house designed livery including route branding denoting railway stations served along the route including the Welsh Government building at Aberystwyth.

Another innovative approach would be to introduce a simple to purchase and use ticket that could be used on bus, rail and community transport throughout Wales.

**How effectively do key stakeholders, particularly transport operators and public bodies, cooperate to ensure effective service delivery?**

As mentioned in a previous answer within this document, due to the present financial climate certain local authorities undertake reactive and functional tasks only.

There is a willingness by bus operators in Wales to work with local authorities and the Welsh Government in developing voluntary partnerships. This is the case at present between Lloyds Coaches and the Welsh Government relating to the new T2 Aberystwyth – Bangor service. However in some areas due to non industry personnel within certain local authorities the full grasp and understanding of the industry is not available to them.

**What examples of good practice in public transport integration can be identified within Wales, more widely within the UK and internationally?**

- Traveline Cymru web based journey planner and telephone information
- PlusBus
- Lloyds Coaches X28 Coastliner service (Machynlleth – Aberystwyth) including joint publicity and marketing
- First Great Western booklet dedicating pages on how to get to/from the station via other modes of transport

Lloyds Coaches are very keen to discuss other possibilities and innovative solutions with the Welsh Government in delivering high quality services in Wales for the future and at the same time reduce pressures on public budgets.

One of the options to be considered is an innovative ‘thinking outside of the box’ approach in introducing revenue sharing mechanisms in line with voluntary quality partnerships.

Lloyds Coaches would be willing to engage with the Welsh Government in further proactive and positive discussions.

Lloyds Coaches recognises the remit of the Welsh Government in delivering sustainable high quality public transport in Wales for the future to aid with the aspirations of improved economy in providing transport provision for commuters, provision of education and also health amongst others.

Richard Lloyd Jones FCILT  
**Rheolwr Cyffredinol / General Manager**  
**Lloyds Coaches**

## **Enterprise and Business Committee Inquiry into Integrated Public Transport**

This document forms the written evidence of FirstGroup plc (First) to the Enterprise and Business Committee inquiry into Integrated Public Transport. The terms of reference and Key Issues are reproduced below in bold, with the response from First following in italics under each heading.

First Cymru is the leading provider of local bus services across much of south Wales, in addition to the high quality express Greyhound coach service between Swansea and Cardiff. First Cymru operates a fleet of over 320 vehicles operating out of local depots in Cardiff, Maesteg, Bridgend, Port Talbot, Swansea, Llanelli and Ammanford/Ty Croes, and employs approximately 750 people.

First Great Western (FGW) operates mainline passenger rail services from South Wales to London Paddington, together with services linking Cardiff with the south coast of England and Somerset. Services that operate between South Wales and England represent approximately 27% of FGW total revenue. The Great Western Rail Utilisation Strategy predicted growth in passenger journeys between 2008 and 2019 to be at least 32%. This has proved to be an underestimate with some areas already experiencing growth of 41%, and FGW has invested in services and rolling stock to deal with this extra demand.

### **The terms of reference for the inquiry are:**

- **How well is Welsh public transport integrated, particularly in relation to bus, rail and community transport services, and what factors limit integration?**

*Integration between bus and rail services in Wales is currently dichotomous between urban and rural areas. Whilst urban areas such as Cardiff, Swansea and Newport show a degree of successful integration due to their proximity to main line rail services coupled dense local bus networks serving local areas, this is not necessarily true for more rural areas and is therefore difficult to quantify. Wales has a number of distinctive features, for example a difficult terrain in many areas, absence of large cities, and a lack of employment opportunities in more rural areas to name just a few.*

*A common thread of integration in both urban and rural Wales is the PLUSBUS initiative, providing bus information at rail facilities and seamless through ticketing. PLUSBUS is available for onward bus travel from 26 major and minor Welsh rail stations, and season tickets are available for this product at all these stations alongside the one-day product.*

*Factors which limit bus-rail integration in Welsh rural areas include;*

- *lack of good physical interchange facilities at rail stations with other forms of public transport,*
- *lack of passenger information resulting from poor communication between bus and rail operators where delays occur therefore leading to a lack of passenger assurance that a multi-stage journey will successfully link up,*
- *limited service frequency and poor reliability due to limited bus priority and congestion caused by traffic volumes and obstructions,*
- *withdrawal of commercial bus operations due to increasing costs and withdrawal of supported services due to budgetary constraints placed on local authorities*
- *Perceived passenger security at stations*

*Whilst urban areas generally enjoy a higher standard of integration between transport modes, it should be noted that these areas also suffer from the issues above.*

*Benefits could be derived from adoption of common traffic engineering standards, whereby each local authority would be required to make adequate provision for integration between bus and rail. Adoption*

*of a minimum standard of interchange infrastructure – i.e. at least a bus shelter with raised curb for the nearest bus stops outside a rail station, together with provision for customer information displays, would go a long way towards alleviating intermodal interchange problems at marginal cost.*

*Considering integration between local bus services and between local bus and community transport services, there are examples of good practice from both the public and private sectors. Some local authorities have done much to provide an integrated network of bus services that the user can perceive as such and therefore be more confident of being able to make complex journeys. An excellent example of this in earlier years was in Gwynedd, where the Bws Gwynedd network combined operators' commercial services with a network of tendered routes serving more remote communities. A common brand, with integrated ticketing and comprehensive publicity was initially introduced, but funding constraints have weakened the proposition in more recent years. Some authorities, a good example being Carmarthenshire, still practice good integration when considering the need for tendered services to ensure that these complement, rather than abstract from, the commercial bus network whereas others seem less concerned with this principle.*

*Bus operators have made significant moves to improve integration, with the inclusion of other operators' services in timetables now increasingly prevalent. Whilst multi-operator ticketing has perhaps not been developed as rapidly as in other areas, there is a good example of an all operator travelcard in the Explorer Wales TravelPass. Opportunities will exist for similar products to be developed to meet more local needs. Legislation exists which we understand has not yet been adopted by the Welsh Assembly Government which would permit operators to agree to coordinate their timetables thereby providing enhanced services to the public through the delivery of even headways on competing services through Qualifying Agreements under the Local Transport Act 2008.*

*Development of Quality Partnership Agreements between operators and local authorities would facilitate the development of agreed joint investment programmes to improve the delivery of bus services by removing sources of congestion and disruption, agreeing stability of timetables, improving the quality of vehicles and ensuring a greater degree of coordination and attendant information provision.*

*One area where little has been done to integrate services is between local bus and voluntary sector or social services provision. This lies within the gift of the local authorities and whilst the benefits are relatively small, they can often be realised at low cost. Once again, the need to consider these as complementary modes is of paramount importance, with care being required to ensure that community transport and similar services are not abstracting from conventional bus services leading to the eventual withdrawal of the latter.*

*In terms of the availability of information for passengers prior to making a journey, Traveline Cymru has done sterling work in the compilation and maintenance of a timetable database which can be accessed by phone and through the internet. Addition of fares information to this would greatly enhance its value to the potential traveller,*

- **How successful are legal, policy and administrative / delivery arrangements in Wales in supporting effective, integrated public transport services that meet the needs of Welsh travellers?**

*The Welsh Transport Strategy – 'One Wales - Connecting the Nation' sets out policy objectives for transport integration and the creation of four beacon "sustainable towns", one in each of the four transport consortium regions. The Strategy correctly identifies public transport as the key to improving social, economic and environmental objectives, including improved access to employment and encouraging healthy lifestyles. Other objectives are more broadly based including the reduction of carbon emissions by 3% by 2011, but we are not aware of any work to determine the scale of progress towards achieving this. With increasing funding constraints on development of public transport and infrastructure, the achievement of the intended policies has to date been limited by necessity.*

*First is aware of these policy objectives and endeavours to provide a local bus network which supports them, and calls on Welsh Government work more closely with the local authorities, regional consortia and all operators in partnership to achieve more. However the recent cuts in Bus Service Operator Grant and Local Transport Services Grant act against the achievement of these objectives by reducing the income streams of operators and authorities respectively.*

*Whilst typically rail is considered to be worthy of additional investment and to be a major contributor to local and national economic prosperity, it is notable that the same consideration is not given to local bus. However, recent independent research commissioned by Greener Journeys, demonstrates that the bus is vital to and makes a significant contribution to the local economy; this is fully reported in the Buses and Economic Growth report dated July 2012.*

*As noted above, there is legislation available to the WAG which would enable a greater degree of integration between local bus services than is otherwise legally permitted.*

- **What steps can be taken to improve public transport integration in Wales?**

*There are four main components which are essential for successful public transport integration:*

- 1. Information for passengers (and potential passengers) – before and during their journey.*
- 2. Integrated multi-modal ticketing including modern purchase methods*
- 3. High quality interchange infrastructure and facilities on a consistent basis, commensurate with the population served.*
- 4. The ability to provide timely connections between the differing modes of transport.*

*All of the above have already been provided to some extent but the degree and geographical coverage is widely varied. To make public transport a credible alternative to the private car where one is available, and to maximise its availability to those without such access, integration needs to ensure that the complete door-to-door journey is convenient, easy to use, safe, cost effective, frequent, and reliable, with journey times and changes kept to a minimum.*

## **Key issues**

**Issues that the Committee may wish to consider as part of these terms of reference include:**

- **How can the integration of rail, bus and community transport services in Wales be supported and improved to meet the needs of communities and businesses in both rural and urban Wales?**

*A coordinating role for local and national government, in partnership with all operators, will lead to improved integration and a public transport system that meets the needs of both local and national economies. Formation and maintenance of good business relationships between transport operators, communities / business and Welsh Government, local authorities and the Regional Transport Consortia should aim to deliver improved infrastructure and improved services in a coordinated and complementary manner as described above. The role of local communities and businesses should not be underestimated and their support is vital to successful delivery of these objectives. Where this support can be manifest in practical or financial contributions this should act as an accelerant to delivery of local improvement measures.*

- **How successful are Regional Transport Consortia in supporting the provision of effective, integrated public transport?**

*The success of the four Regional Transport Consortia in Wales is dependent upon their ability to develop, manage and fund the provision of integrated services both within and between their respective areas. This requires working in partnership with other stakeholders as described above. An essential component of this is the establishment and maintenance of a good relationship with their constituent local authorities, and to assess and prioritise spending and policy promotion where these can be in conflict locally.*

*At a practical level, in order to support integration between and within the differing modes, Welsh Government and local authorities must focus not just the promotion and facilitation of coordination, but also on the provision of infrastructure to enable the delivery of both good physical interchange but also reliable and punctual services. Provision of bus priority measures has not been a high priority in recent years and is essential if complex journeys are to be undertaken by public transport, to ensure that connection can be guaranteed and that journey times are attractive and competitive with the private car. In many cases it is the managing out of journey time variability which is the main objective and principal benefit, rather than accelerating the mean journey time. Working with stakeholders, in particular operators, will assist in identification of the greatest benefits and operators' practical experience of the success of various traffic management and enforcement techniques is invaluable in the development of solutions that maximise value for money.*

- **How effectively does Welsh Government policy support public transport integration? In particular, the Welsh Government is considering the establishment of Joint Transport Authorities in Wales, and the feasibility of operating the Wales and Borders rail franchise on a not-for-dividend basis. Additionally, the Minister for Local Government and Communities has indicated that he is considering the use of quality partnerships and contracts in delivery of bus services. How far would these proposals improve integrated public transport provision in Wales?**

*First believes that the Welsh Government could do more to promote and support public transport integration, and the establishment of Joint Transport Authorities may be the way to achieve this provided that they became the single local authority tier responsible for transport, including highways issues, in their area in order to facilitate a truly coordinated approach.*

*The model of Quality Partnerships has delivered major benefits in many areas of the UK but its adoption in Wales is relatively limited. Where it has been adopted the benefits have been significant. Particularly successful has been the Swansea ftr Metro service, a partnership between First and City and County of Swansea Council, which has transformed a cross city local bus service into a more frequent and more punctual Bus Rapid Transit system with significant passenger growth. This was a purely local initiative and clearly demonstrated the maximisation of benefits within limited budget constraints through the adoption of a voluntary partnership whereby each party engaged in an open and constructive manner and through long term commitment to partnership maximised each other's business case for investment. There is an opportunity to extend the benefits of partnership working through the adoption by the Welsh Government of the provisions of the Local Transport Act 2008 which would enable operators to work together to offer coordinated services, thereby potentially offering a better service to the public without additional expenditure, without the risk of being caught by competition legislation.*

*Partnership, rather than political control, is the best means of improving public transport, whether rail, bus or community transport. In a partnership each member will maximise their commercial risk knowing that the other partners are equally committed to success, since this also maximises the opportunities and potential rewards. In the bus industry, there is also a role in this process for Statutory Partnerships, particularly where there is a need to ensure that investment in infrastructure is not abused by operators taking advantage of its benefits but providing substandard services.*

*However First does not believe that there is any benefit from the adoption of Quality Contracts. Any proposal for Quality Contracts will have an immediate and serious destabilisation effect on local bus service provision as operators see the potential for their business opportunities to be confiscated. Quality Contracts take the provision of local bus services into local authority hands and effectively remove the expertise and knowledge of local operators, whose livelihood is dependent on designing and operating the services which the public want. The cost of a Quality Contract would be borne directly by local council tax payers and local businesses. They will also bear the risk of the designers of the Quality Contract not having made correct financial assumptions. Under a deregulated regime, under any form of partnership, that risk remains with the operators. First would be pleased to expand upon its reasons for supporting the partnership approach rather than Quality Contracts.*

*Considering the proposal to let the Wales and Borders rail franchise on a not-for-dividend basis, First believes that the key to a successful rail franchise is clarity on the objectives and outputs expected and that this should be achieved using a value for money approach. An effective way to achieve this is through a franchise model that incentivises growth and cost reduction. We believe that the*

private sector is best placed to achieve a cost effective, growing franchise that ensures a positive outcome for the funder, passengers and stakeholders.

- **What innovative approaches to delivery of public transport in Wales might be considered to improve integration?**

*Innovation can take many forms, but experience from elsewhere in the UK indicates that use of the existing Welsh powers and those potentially available under the Local Transport Act 2008 would have facilitated far more wide reaching partnership agreements in the last two years with operators and authorities prepared to offer far more in terms of commitment and investment (where funds permit).*

*In terms of technology, “quick wins” can be delivered through use of the equipment fitted to operators’ vehicles to maximise fuel efficiency and improve driving standards, as these are capable of providing information to drive real time information systems developed by local authorities. This would potentially greatly extend the coverage of real time information across Wales, increasing passenger confidence on the availability of connections between and within modes.*

*Rolling out Traveline information availability through alternative portals would also be a quick win. Delivery of such information through the various Smartphone platforms has recently been completed by Traveline Scotland to great effect.*

- **How effectively do key stakeholders, particularly transport operators and public bodies, cooperate to ensure effective service delivery?**

*There are examples of excellent cooperation between the public and private sectors in the delivery of high quality public transport services in Wales, with the Swansea ftr Metro being one of the best as described above. As the operator, First has invested in state of the art Bus Rapid Transit vehicles, driver training, and a guaranteed minimum level of service whereas the City and County of Swansea built a comprehensive bus priority corridor including bus only carriageway, significant bus lanes, signal priority and a comprehensive renewal of all bus stop infrastructure, and increased its enforcement of bus priority and parking restrictions along the corridor. The partners have entered into a Punctuality Improvement Partnership to continually improve the standard of service provided. These measures resulted in a 30% patronage increase in the first year of opening alone.*

*In fact bus operators are very keen to work with the public sector in order to maximise effective service delivery. This is most successful in an atmosphere of shared objectives and voluntary partnership, with the operator retaining the ability to manage and control their businesses in a commercial manner, thereby guaranteeing future investment, and without undue political influence being placed upon them.*

*It is recognised that local authorities are coming under an increasing burden of cost control, and that in the design and tendering of local service contracts there is a necessary tension between cost and quality. Local authorities are commended to speak to their local bus operators at all stages of development of service contracts, as there may be opportunities for operators to modify commercial services at their own risk to meet the authority’s aspiration. Where this is not possible, an operator might be persuaded to modify such a commercial service for the payment of a sum to cover the additional cost and risk of so doing, under de-minimis arrangements, rather than seeking a completely new service at significantly increased cost (and attendant risk of undermining the viability of that existing commercial service in the process).*

*Mutual trust and respect and the recognition not only of the shared objectives but also the different business imperatives of the public and private sectors are the key to successful partnership working and maximisation of benefits at minimum cost.*

- **How can the creation of a Network Rail Wales devolved route support effective, integrated public transport in Wales?**

*The Department for Transport published a consultation paper on Rail Decentralisation in March 2012 with a view to seeking opinion on potential local devolution of decision making on the operation of passenger rail services in England. This paper considers five options for devolution but notes that not all passenger services lend themselves readily to more local control, and that diseconomies can be*

*introduced with potentially conflicting objectives from geographically adjacent authorities, particularly with local services operated on a potentially marginal basis.*

*Unlike Scotland, where the boundary interfaces of the rail network are limited to one location each on two cross-border routes, and with similarly discrete passenger services, the interfaces on the rail network on the border between England and Wales are not as simple. This underpins the fact that the Department for Transport is not seeking decentralisation for cross border services in Wales beyond that already established. Network Rail has sought to localise authority and accountability through its Devolution, with Wales being created as the tenth route on the Network.*

*The new Wales Route does enable more local accountability by Network Rail for the management and development of the network. First believes that the newly established route will enable a greater degree of focus on the needs of the railway within Wales. The involvement of the operators of all services within Wales (as well as the cross-border services which all operators within Wales provide) in strategic decisions relating to the management of train services is important. First believes that the Network Rail team is well placed to ensure that the current relationships and cooperation are maintained and focused on Welsh issues. There are a number of industry forums that already exist in which operators and Network Rail meet to discuss performance, safety and future strategy. Operators also work well together in planning train services to ensure that connections are provided at key nodes (e.g. Cardiff). The new Wales Route will strengthen the focus of these arrangements on Welsh issues.*

*The planned significant investment in electrification, coupled with Network Rail's signalling renewal schemes, will need careful management to ensure that the outputs are delivered effectively and efficiently. First has unique experience of working with Network Rail, acting as representative of the views of other operators, in delivering significant infrastructure upgrades, most notably at Reading and the works associated with the Thameslink programme. This approach to managing train services during works, particularly when long and complex possessions of the railway are required (such as at Reading), has been recognised by Passenger Focus and the Office of Rail Regulation as best practice. This collaborative approach to management led by Network Rail and involving all operators and funders will be key to the success of these projects.*

*The inclusion of all stakeholders in the development of rail services and other transport modes is also key to ensuring successful integration of services and First regularly discusses cross-border connectivity with stakeholders in South Wales, including MPs, Welsh Government, AMs, local authority groupings like SWWITCH and SEWTA as well as business organisations.*

*To maintain this good practice, it is important that any role for such a devolved body accepts that bus and community transport systems are largely complementary to rail, even though there are cases where the two are in direct competition. The main competitor must always be considered to be the private car. No attempt to restrict the provision of local bus services, in order to maximise rail loadings, should be made as part of the definition of any such body's remit.*

- **What are the implications of the England and Wales High Level Output Specification and Statement of Funds Available for Control Period 5, published by the UK Government, for the development of integrated rail services in Wales?**

*The High Level Output Specification (HLOS) announcement is welcome news for rail services in Wales. It confirms that electrification throughout the South Wales mainline from the Severn Tunnel to Swansea will be delivered, along with the electrification of the Valley Line routes, including Ebbw Vale, the Vale of Glamorgan and Maesteg.*

*The HLOS does not mandate how the strategic outputs should be delivered, although it provides an illustrative example of how these could be achieved and through the Statement of Available Funds (SoFA) confirms the level of funding available to deliver the outputs. The HLOS requirements are therefore for the delivery of a number of specified schemes and achievement of metrics relating to safety, to capacity into London and key urban centres (including Cardiff), to reliability and to the environment.*

*The rail industry is currently working on a response to the HLOS which will be published in early January 2013 in the Industry Strategic Business Plan (ISBP). This will set out the long term vision for*

rail, how industry proposes to deliver the HLOS requirements, market sector strategies and industry affordability analysis. In addition Network Rail will also produce its own Strategic Business Plan (SBP) setting out how it proposes to deliver its obligations and the funding required for the five years from April 2014 to 2019. The ISBPs and SBP will complement each other.

Integration of rail services with other modes is a vital part of providing a sustainable, value for money transport network and whilst the ISBP will not deal directly with the integration of rail services, it will demonstrate how the industry will deliver the outputs that Government has asked for within available funds, during that period. For example, the confirmation of electrification will enable the new Great Western franchisee to provide through services from London to Swansea with wholly electric trains, delivering significant passenger benefits. Maintaining these through journeys is a vital element of rail services within Wales.

The HLOS, coupled with new franchises will enable numerous beneficial implications for services that currently operate. In addition to the environmental benefits, the electrification schemes will deliver improvements in reliability and performance across the route and will improve journey times through the improved acceleration of electric rolling stock. The combination of this scheme with the introduction of new high-speed trains through the InterCity Express Programme represents an opportunity for faster train services both within Wales and between Wales and England. The Department for Transport, in its statement announcing the scheme, stated that journey times to South Wales from London could be reduced by as much as 19 minutes.

- **What examples of good practice in public transport integration can be identified within Wales, more widely within the UK and internationally?**

As this response has identified, integration takes a great many forms and there are good examples throughout the bus and rail industries. This is a very wide ranging question and many pages could be filled with examples, but here are a few high profile ones.

Almost 300 stations across the UK now benefit from PlusBus integrated rail and bus ticketing which provides onwards bus travel from rail stations. This includes all major stations in Wales.

Integrated travelcards affording unlimited bus and rail travel are available covering Greater Bristol, Cornwall, Greater Manchester, West Yorkshire, South Yorkshire, Merseyside. Similar bus-only products are available in (inter alia) Chester, Leicester, Hampshire, Northampton, Norwich, as well as the areas identified above.

Other locally specific examples of good practice include:

- The Luton Airport Parkway integrated bus service, Heathrow RailAir Link coach service
- First Great Western 'Train Times' booklets include a three page chapter about getting to and from the Train station which gives details of bus, cycle and parking facilities.
- South West Trains produce a leaflet promoting connecting services, such as Airport Links.
- The Southeastern and First Capital Connect Network maps show the PLUSBUS icon beside all stations that are PLUSBUS interchanges.
- All First Bus timetables show the national rail symbol beside rail station timing points.
- Traveline Cymru provides nation-wide public transport enquiry service for both bus and train travel, along with an sms text alert service for bus stops.

Further examples can be found by following the link:

<http://www.journeysolutions.com/sites/default/files/documents/Door-to-door%20report%20June%202009%20Final.pdf>

**John Birtwistle**

**Projects Director UK Bus**

**FirstGroup plc**