

Transport Focus evidence outline based on our extensive research

1. Priorities for post covid recovery for Welsh bus and rail

- Punctual and reliable services with faster journey times and onboard cleanliness
- Cheaper, simpler fares, ticket discounts and loyalty schemes
- Campaigns to try out transport.

2. The action required to achieve Welsh Government targets for modal shift to these modes and behaviour change

- Delivery of pre-existing commitments and investment to improve punctuality, reliability, value for money fares, flexible tickets and customer-facing staff particularly to provide support during disruption
- Incentives to get out of cars – more sustainable choices made cheaper and more readily available than alternatives
- Action to address congestion
- Integrated services – joined-up door-to-door provision including active travel
- Easier access to the network – geographic reach, time-wise and for disabilities.

3. Views on proposals for bus and rail reform – including UK Government plans to reform the rail industry, and Welsh Governments plans for regulation of bus services / the Bus White Paper

- Fundamentally, key barriers to travel need to be addressed: cost, convenience and complexity.

Rail reform

- Ensuring the new railway is based around the needs of passengers – important that this is now followed through in design, actions and metrics
- Need for passenger-centric targets: punctuality, cancellations, service quality
- Essential to continue investing in fleet and network improvement with continuity and stability of the investment pipeline
- Need for more cohesive approach across track, train and stations
- Essential that implementation across both sides of the border is scrutinised and harmonised.

Buses White Paper

- Regardless of structure, transport needs to deliver fundamentals for passengers:
 - Buses running more often and going to more places
 - More buses on time with faster journey times
 - Better value for money
 - More effort to tackle any anti-social behaviour
 - Better quality of information at bus stops
 - Accessible and cleaner buses
- Need for better-targeted indicators and passenger charter
- Accountability to passengers.