



Passenger Focus Conference

Joining up journeys – the importance of bus in integrated transport

Victor Salvi Room, Wales Millennium Centre, Cardiff

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Our people

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Bus Compliance Officers

Eight part time people working across Wales

What do we do?

- We gather information and represent the views of bus users in Wales
- We handle complaints about bus services
- We give advice to bus operators on how best to reply to complainants
- We organise Bus User surgeries around Wales

What do we do

- We monitor and report on punctuality and reliability of bus operations
- We produced a Guidance for Public Transport For People With Sensory Loss
- We produce a Good Practice Guide which is available on the website: www.bususers.org

What else?

- We monitor LKSG for the Regional Transport Consortia (RTCs)
- From 1 April 2014 the BCOs will be monitoring against an outcome based payment mechanism
- We carry out an annual survey of bus stops, vehicles and drivers
- We produce an annual report of activities
- Bus Appeals Body

A bus operator's income is derived from

- the farebox
- concessionary fares reimbursement
- tendered services
- revenue support grants

What's happening with
concessionary fares?

Discussions and negotiations between central government and the operators are ongoing regarding the rate of reimbursement of concessionary fares

What's happening with
tendered services?

As contract terms come to an end local authorities are having to decide whether they can afford to re-tender.

What's happening with
BSOG?

What has changed?

- Bus Services Operators Grant (BSOG) administration is devolved to Welsh Government and used to be paid on a fuel used basis
- It is now referred to as Live Kilometre Support Grant and is paid on live mileage operated

Regional Network Strategies

From 1 April 2013, the four Regional Transport Consortia have been responsible for administering the Welsh Government's replacement funding scheme for bus and community transport services – the Regional Transport Services Grant (RTSG)

Sewta

The South East Wales Transport Alliance (Sewta) is the Regional Transport Consortium covering the local authorities of Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Merthyr Tydfil, Monmouthshire, Newport, Rhondda Cynon Taf, Torfaen and Vale of Glamorgan

SWWITCH

The South West Wales Integrated Transport Consortium (SWWITCH) is a formal Joint Committee which comprises the four local councils in the region, Carmarthenshire, Neath Port Talbot, Pembrokeshire and The City and County of Swansea

Taith

Taith is the Regional Transport Consortium (RTC) for the six North Wales authorities of Anglesey, Conwy, Denbighshire, Flintshire, Gwynedd and Wrexham

TraCC

The consortium is made up of the three Mid Wales local authorities of Ceredigion, Powys and part of Gwynedd, namely Meirionnydd and includes parts of the Brecon Beacons and Snowdonia National Parks

What is integration?

Integration means different things to different sections of society:

- For some it means frequent services, easily interchangeable between modes, (bus, rail, taxi, airport) and involving minimal walking
- For a hospital outpatient it means being able to get a bus or train or both that will get him or her to the appointment

What is integration?

- For the traveller it means walking out of a train or bus station and being immediately able to access an onward mode of transport without having to search for it
- It means if passengers have sensory impairments, audio visual announcements are essential, not a nuisance.
- Integration means being able to access instant information in a format that can be understood.

What is integration?

- Integration means there is the opportunity to buy the correct ticket at the beginning of the journey that will cover the whole journey (end-to-end)
- Integration means finding a ticket office, a tourist information office, maps and coordinated timetables

More than 5 miles from a railway station. The black bits show lack of rail coverage (copyright ATOC)

1899



Almost everywhere had access to rail travel

1999



Much of Wales has no access to rail travel

Many areas in the rural parts of Wales are more than five miles from the nearest railway so there is a great reliance on the bus which is the major form of public transport with 117m passenger journeys a year

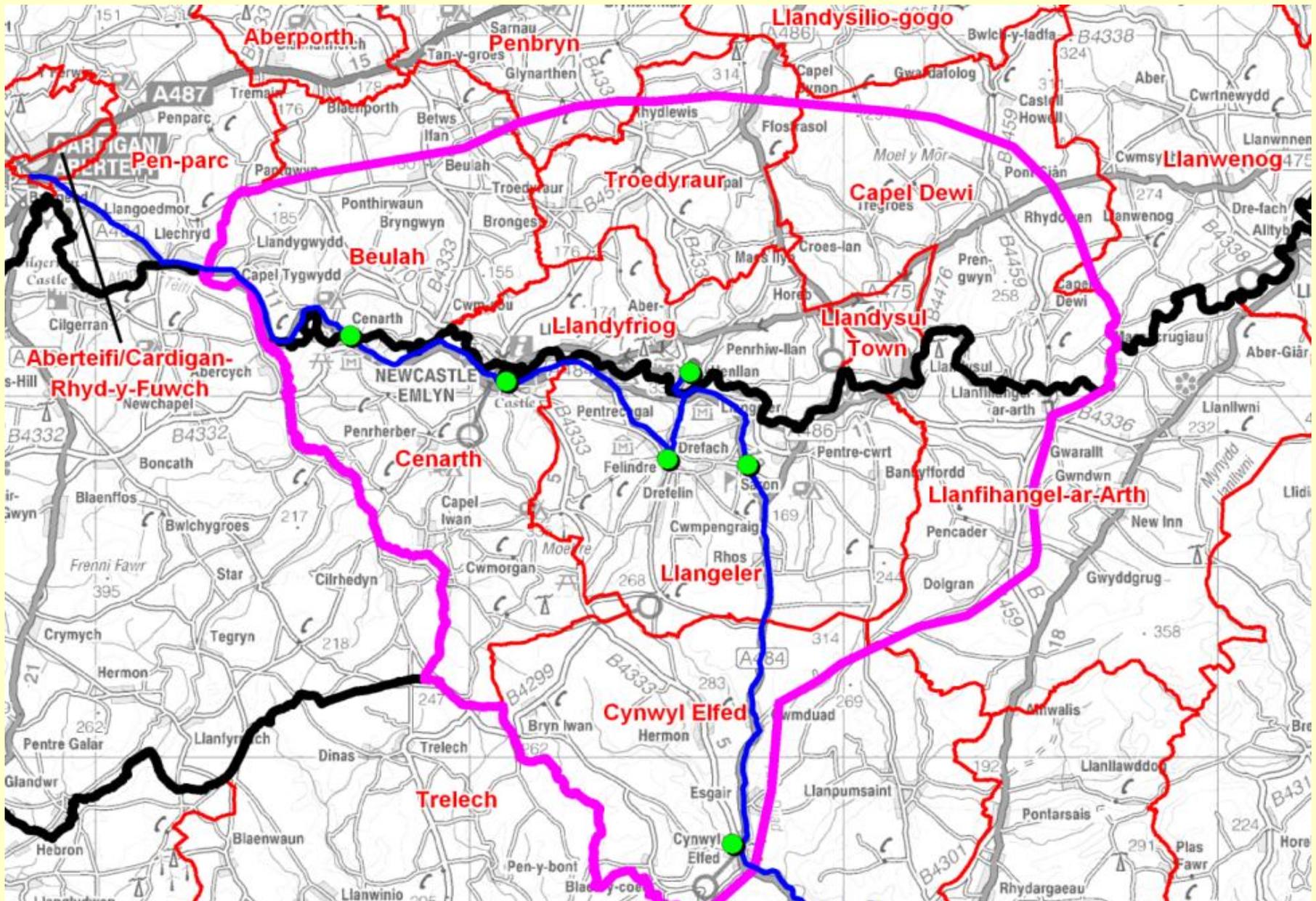
Services linking those parts without access to rail



- T2 between Bangor, Caernarfon and Aberystwyth
- X94 Barmouth via Bala to Wrexham linking people to hospitals and employment as well as the Cambrian Coast Line and the Marches Line
- 20 and 40 link Cardiff, Swansea, Carmarthen, Lampeter, Aberaeron and Aberystwyth
- T4 Newtown to Merthyr, then Cardiff linking rural areas to the Cambrian Main line, Valley Lines and the Great Western Main Line

What happens elsewhere?

- The rural nature of Wales has its own challenges
- Rurality can mean isolation and lack of mobility for households removed from main roads or bus routes
- Older people are less likely to have access to a car
- Fuel prices are higher and fuel stations are further apart
- There is an absence of local shops, service and health provision shops



Bwcabus area

Bwcabus

- Bwcabus is a fully accessible local bus service operating in response to pre-booked journey requests. The service operates from 7am – 7pm Monday to Saturday in a defined area.
- The service enables people to travel between local towns and villages within the Bwcabus zone or connect to the main line bus services to travel further afield to places such as Aberaeron, Aberystwyth, Cardigan and Carmarthen.
- Bwcabus also operates a number of fixed routes which do not require pre-booking.

Grass Routes

Become a member of the Grass Routes Community Transport Scheme for just £5.00 per household – for life!

How does the Grass Routes Bus operate?

- **Membership**
- **Single or return journeys**
- **Free phone number**
- **Request pick up time**
- **Qualified volunteer driver**
- **Payment for journey/s via a monthly invoice**
- **All Wales Concessionary Fare pass accepted on daily service**
- **A low floor fully accessible vehicle with wheelchair access**
- **Easy to reach designated pick up points e.g. village hall, doctors**
- **Daily regular services to Local Amenities**
- **Hire bus facility**

Greenlinks area



Greenlinks Community Transport (Vale of Glamorgan)

- Door to door service
- Membership
- Free phone number
- Thursday services will take you round the zone or to one of four destinations in Cardiff: Culverhouse Cross retail areas, retail outlet on Western Avenue, University Hospital of Wales, Heath or Cardiff City Centre.
- Arrive in Cardiff at 12:00, return journey at 15:00. However, depending on demand these times are flexible and earlier journeys can be made and the fares will vary depending on the distances travelled

What do these services provide?

- They enable access to healthcare, local services, employment, training or to visit family and friends
- Improve accessibility to other bus/train services
- Improve rural public transport network coverage, frequency, flexibility and integration
- Integrate demand responsive feeder services to fixed timetable conventional bus and train services

Some issues for all transport providers

- A quarter of all households in Wales do not have access to a private car or van. The bus is for all as well as the elderly.
- Address social exclusion – people isolated in their homes because of lack of public transport
- Build a network
- Remember the travelling week is not just Monday to Friday
- Saturday is the day that younger people choose to travel
- Sunday is often the busiest travelling day of the week
- **Remember that people need to get to work *and home again***

And finally,
as you might expect

Some of the high quality
operators providing a services
across Wales (other brands are
available)



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